

**PORTOBELLO SURGERY**

265 Portobello High Street  
Edinburgh EH15 2AW  
Tel: 0131 669 8406

**CONAN DOYLE SURGERY**

4 Nether Liberton Lane  
Edinburgh EH16 5TY  
Tel: 0131 666 5160

<b>Dr Genevieve Ann Comiskey</b> - Dublin 1987	<b>Dr Lorna Goldring</b> - Oxford 2003
<b>Dr Ramon Alexander McDermott</b> - Dublin 1988	<b>Dr Caroline Mains</b> - Edinburgh 2010
<b>Dr Alexandra Louise Connan</b> - London 1984	<b>Dr Rachel Phillips</b> - Edinburgh 2009
<b>Dr Linda Jennifer Bertram</b> - Edinburgh 1993	<b>Dr Gareth Callaghan</b> - Edinburgh 2009
<b>Dr Clare Miller</b> - Edinburgh 1993	<b>Dr Sarah Bee</b> - Dundee 2009

<b><u>Practice Nurses</u></b> <u>Portobello</u> : Mary Traynor, Gillian Simpson, <u>Conan Doyle</u> : Mary MacKenzie, <u>Portobello &amp; Conan Doyle</u> : Emma Ward, Dawn Leuchars, Pat Forrest	<b><u>Phlebotomist (Portobello)</u></b> : Christine Sproull <b><u>Phlebotomist (Conan Doyle)</u></b> : Meichelle Sproule
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Our practice nurses are highly trained, specialising in chronic disease management and run specialist clinics in diabetes, coronary heart disease, respiratory disease and sexual health. In addition they assess and co-ordinate medical or nursing care required after discharge from hospital. They also carry out regular cervical smears and can assist with contraceptive advice and implant insertion.

**TRAINING** - We are a long established training Practice involved in training both Doctors and Nurses at various stages of their training. We know you will understand that and we would be grateful for your support with this.

**OPENING/SURGERY TIMES** - Surgery opening times are between 8.00am and 6.00pm.

**All consultations are by telephone** - Monday to Friday between 8.00am - 6.00 pm

It really helps us if you are able to let the receptionist know why you need a telephone call to help them direct you to the most appropriate care. Please have a look at our list of services that may be able to help you access the most appropriate service as quickly as possible.

At night and at weekends emergency medical cover is provided by NHS 24. To contact NHS 24 please ring **111**

**ADMINISTRATION TEAM**

**Practice Manager:** Yvonne McBeth

**Branch Manager:** Karen Lee

**IT Manager:** Ian Evans

**Portobello Admin/Reception Team**

Dori Gyulai, Reception Manager

**Conan Doyle Reception Team**

Ella O'Malley, Cheryl Gardner, Lesley Richardson & Meichelle Sproule; Receptionist/Administrators

Catherine Marshall, Brenda Rolland, Lauren Scott, Lesley Coull,  
Kirsty Mulcahy, Coll Simpson; Receptionist/Administrators

**SERVICES WE OFFER**

**RESULTS (blood test, urine samples etc)** our reception team are able to give out the results of investigations after 12 noon. If you wish to discuss a result with our practice nurse please call on the number above.

**HOME VISITS**

Please give your details to the receptionist including a brief summary of your problem so the doctor can call you back to discuss how best to manage it. As with the emergency service, this may mean direct referral to the hospital, a visit at home or an appointment at the Surgery or simply advice about what to do. Emergency visits will be made by the Duty Doctor.

**REPEAT PRESCRIPTIONS**

Repeat prescriptions may be ordered:

1. Online at our website
2. Patient Access (online service) - Please see application form on our website

Please remember to state which items are required and to make the request in good time. We need 48hrs to process prescriptions. During the Coronavirus pandemic, we do accept telephone requests for prescriptions and organise for your chosen pharmacy to collect them. Prescriptions can be returned via post if a stamped address envelope is included. Local chemists operate a pick-up service, ask them for details.

**MAY 2020 DURING THE COVID PANDEMIC**

## **District Nursing Team**

**Portobello:** Can be contacted from 8.15 am - 4.00 pm. Tel: 0131 467 6006

**Conan Doyle:** Can be contacted from 8.15 - 8.45 am and 2.00 - 3.00 pm. Tel: 0131 666 5178

## **Health Visitors Team**

**Portobello** - Can be contacted 9.00 am - 5.00 pm

Tel: 0131 657 8924

Fiona Black – health visitor, Mhairi Charters – nursery nurse,

Louise McGlashan – health care assistant, Danielle Aitken – administrative assistant

**Conan Doyle** – Can be contacted 9.00 – 5.00 pm

Tel: 0131 666 5175

## **THINGS WE CAN DO TO HELP OUR OWN HEALTH**

1. Smoking – we all know how important it is to stop smoking but also how very very hard it is. For support with this call SMOKEFREE on 0800 022 4332 or visit <http://smokefree.nhs.uk>.
2. Alcohol – the government’s current recommended advice about the most amount of alcohol we should drink in a week is 14 units where 1 unit is ½ a pint of beer or a small glass of wine. For information about this please look at <http://www.nhs.uk/livewell/alcohol>
3. Exercise –Physical activity is a great benefit for adults and older adults. eg improving our sleep and quality of life and managing stress and our weight.
4. Weight – we know that we can reduce some major health issues by being a healthy weight.  
For advice visit <http://www.nhsinform/common-asked-questions>  
<https://committochange.stickk.com>

You may wish to look things up for yourself about your health and we know how difficult it is to choose really helpful websites. May we recommend two in particular as a very good starting point:

1. <http://www.nhsinform.com/>
2. <http://www.patient.co.uk/>

## **Contacting you by Text and/or Email**

We may use either text or email to contact patients to remind them of future appointments or to provide them with information about events such as our flu vaccination programme. If you are happy to be contacted in such a way please let us know.

## **SUGGESTIONS AND COMPLAINTS**

We constantly strive to give you the best possible care and attention. We recognise, however, that occasionally things do not go as smoothly as we would like. We welcome suggestions and there are forms available for your comments at reception. The practice operates an approved in-house complaints procedure. Should you have any reason to complain, please make this in writing to the practice manager who will ensure a prompt response.

## **PATIENT'S RIGHTS & RESPONSIBILITIES**

### **You Have the Right To:**

- Register and receive treatment regardless of your sex, age, disability, race or income providing you live within the nominal catchment area. A detailed street directory is available on request at the reception desk
- Consult with a GP within 24 hours for urgent medical problems
- Be treated with courtesy and respect, have your treatment explained to you, receive information on health services, and confidentiality
- Refuse to be involved in any medical trials, gain access to an interpreter, complain without discrimination if there is a problem
- Have a relative or friend with you (except in extreme cases when specifically asked not to)

### **You Are Responsible For:**

- Making and keeping appointments - if unable to attend you must notify the surgery, giving as much notice as possible so the appointment can be offered to other patients
- Telephoning before 10.30 am for home visit requests whenever possible
- Treating all primary care team members with courtesy and respect
- Ordering repeat prescriptions giving two working days’ notice for processing
- Behaving in an acceptable manner and keeping children in your care under control
- Switching off mobile phones whilst on the surgery premises
- Informing the practice of any change of name, address, email or telephone numbers

## **DATA PROTECTION**

In order to provide care for you we are obliged to keep records. This is increasingly done using computers. It also helps the emergency doctor service if we share a little of your medical information with them in case you need care out of hours. You will be asked for specific consent to do this. We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality and we take this very seriously. In order to manage services and improve the quality of care we provide we share some information on practice activity eg with LHCC's, Health Boards and Trusts, Scottish Office and the Common Services Agency. Whenever possible this information is anonymised. Information is NOT shared with any third party outwith the health service (eg insurance companies, employers, solicitors) without your explicit written consent and agreement. We are obliged by law to provide certain information eg notification of certain infectious diseases. If you have any questions, please contact our Practice Manager. The practice complies with the **Freedom of Information** (Scotland) Act 2002, which came into force on 1st January 2004.

**For more information and services please see our website: [www.portobello-conandoylesurgery.co.uk](http://www.portobello-conandoylesurgery.co.uk)**

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