

Whinhill Medical Practice

Patient Information



Welcome to Whinhill Medical Practice

Based in the south of the city centre, the medical centre is situated within modern purpose built accommodation, is open Monday to Friday, 8am-6pm and has designated parking spaces. The service is easily accessible, with all clinical rooms on the ground floor. Language line is also available should an interpreter be required. More information on the services offered at Whinhill Medical Practice can be found on our website: <https://onemedicalgroup.co.uk/whinhill-medical-practice/>

At Whinhill Medical Practice we offer the following services: GPs, ANPs Practice nurses, Healthcare support workers, and treatment room nurses – all based in the practice.

Visiting services include: midwifery, link works, Substance misuse community workers, psychological therapists, district nursing team and Health visitor.

Opening times and Information

Monday 8am–6pm
Tuesday 8am–6pm
Wednesday 8am–6pm
Thursday 8am–6pm
Friday 8am–6pm
Saturday Closed
Sunday Closed

NHS services provided by OneMedical Group LTD

20 Whinhill Road
Aberdeen
AB11 7XH

Phone

0345 3376201

Prescriptions

01224 564966

Email

gram.whinhilladministrator@nhs.scot

Travel

For information about how to get to the practice please call the Transport to Healthcare Info Centre on: 01224 665568 or email them on: travel@thinc-hub.org. Their services are open from 9am until 4:30pm Mon-Fri.

Accessibility

Easily accessible - All clinical rooms on the ground floor

For access to these services you can book over the phone and in person at the reception desk.

If you need help outside of these times, please call 111 or in an emergency call 999

City-Wide Service Manager: Shona Greig
Business Manager: Siobhan Leslie
Clinical Lead: Belinda Porter

Patient Registration

You can register in person at our practice via the reception desk or enquire over the phone.

Repeat Prescriptions

Repeat prescriptions can be requested by phone (01224 564966), by ticking the required medicine on the tear off part of your prescription and handing into your pharmacy for delivery to practice or by online services – see below (or wherever you have the details for vision on line services).

Currently, prescriptions cannot be collected directly from the surgery but can be sent straight to a local pharmacy (which you must have nominated) or returned to you or a different pharmacy in your stamped addressed envelope (to be provided by you).

Your prescription should be ready in 4 working days at your pharmacy but it may depend on pharmacy workloads.

Please ensure you order repeat medication at least one week in advance, so you do not run out of medication. If calling for more than one person, please ensure you leave separate messages.

Home visits

Home visits requests should be made before 11am each morning and are mainly reserved for housebound patients.

Home visits will only be arranged on the basis of medical needs. Children will usually be expected to be brought to the centre.

Chaperoning

For intimate examinations or procedures, you can choose to be accompanied by a chaperone. Please tell the doctor, and a fully trained staff member will be present for the procedure.



Travel vaccinations

The following travel vaccines against diseases are available for free by the NHS if your GP practice is signed up to provide vaccination (immunisation) services. For complete peace of mind contact the clinic eight weeks before you intend to travel. If your plans are last minute, please still contact us to see how we can help.

The below vaccines are thought to represent the greatest risk to public health if they were brought in the country:

- Polio (given as a combined diphtheria/tetanus/polio jab)
- Typhoid
- Hepatitis A
- Cholera

Statement of fitness notes

You are legally entitled to self-certify for any illness lasting less than five working days (or 7 if it includes the weekend). The self-certificate form should be available from your employer or at reception. For conditions longer than five days you will be able to request a further sick note at the GP's discretion.

Translation Services

If English is not your first language, or you have any other requirements, please ask at Reception to see if our translation service can help you. Please note that this is not always available straight away and may require an additional wait whilst a translator is sourced. This service is usually provided digitally rather than a translator attending in person.

Self treatment



There are many common illnesses that you can deal with yourself (self-care) at home, with advice from your pharmacist. Here are just some of the things your pharmacy can help with:

- Mild skin conditions, such as acne, eczema, psoriasis, impetigo and athlete's foot
- Coughs and colds, including blocked nose (nasal congestion) and sore throats
- Bruises, sunburn, and minor burns and scalds
- Constipation and piles (haemorrhoids)
- Hay fever, dry eyes and allergies (including rashes, bites and stings)
- Aches and pains, including earache, headache, migraine, back pain and toothache
- Vomiting, heartburn, indigestion, diarrhoea and threadworms
- Period pain, thrush and cystitis
- Head lice (nits)
- Conjunctivitis, cold sores and mouth ulcers
- Warts and verrucas

Colds and flu

There is no cure for the common cold. It is advised to rest and take plenty of liquids. If you have a headache or you are feverish, take paracetamol. Do not take any antibiotics for cold and flu symptoms – these will have no effect. You are unlikely to get a prescription for a cold from a doctor. Flu vaccinations are available at the surgery during the winter months.

Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks and hot food for 24 hours. If symptoms persist, consult your doctor.

If you're not sure what condition you have or how severe it is, you can use the NHS 24 symptom checker for questions about your main symptom and find out when and where to get help: <https://www.nhs24.scot/check-your-symptoms/>

Self treatment continued

Constipation

Constipation can affect people of all ages, and you can usually treat it with simple changes to your diet and lifestyle. The most common causes include: not eating enough fibre, not drinking enough fluids, being less active, stress, anxiety, or depression. It can also be a side effect of certain medicines.

It's likely to be constipation if you have not had a poo at least three times during the last week, you are in pain or discomfort when going to the toilet, or you feel bloated, sick or have a stomach ache that is eased by going to the toilet.

You can treat and prevent constipation yourself by drinking plenty of fluid, avoiding alcohol, and increasing the fibre in your diet. Should this not prove enough, you can see a pharmacist about taking laxative medication without the need for a prescription.

Insect bites and stings

Antihistamine tablets can be obtained from the chemist without prescription and usually relieve most symptoms of insect bites and stings. Please note that bee stings should be scraped away rather than 'plucked' to avoid squeezing the contents of the venom sac into the wound.

Diarrhoea

In adults, diarrhoea is usually caused by a virus and is unable to be treated directly. Holiday diarrhoea is often due to bacteria. Consult a pharmacist at your local chemist for recommended over-the-counter medicine and follow the directions on the label or as directed by your health care professional. Consult your doctor if diarrhoea symptoms persist for more than a few days.

Diarrhoea in very young babies and children needs careful attention. Some babies have loose bowel action during their first six months due to their predominately liquid diet. In the case of sudden bouts of unusually watery diarrhoea, please contact the surgery for advice.

Stomach ache in adults

Most attacks are not severe and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms of a mild stomach ache. If the pain is higher up in the abdomen or the chest, you should contact the surgery or NHS 24 for advice.

Self treatment continued

Chickenpox

Chickenpox is common and mostly affects children, but you can get it at any age. On the first day, a rash appears as small red patches about 3–4mm across. Within a few hours of these developing small blisters will appear in the centre of these patches. During the next three or four days, further patches will appear, and the earlier ones will turn ‘crusty’ and fall off. Oily calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last ‘crusts’ have fallen off. Chickenpox can be more severe in adults than in children. If you are pregnant and have not had chickenpox before, and you’ve been near someone with chickenpox, get advice from NHS 24.

Hay fever

You may experience hay fever when the pollen count is at its highest (usually worse between late March and September). Hay fever will last for weeks or months, and symptoms include sneezing and coughing, a runny or blocked nose, itchy, red or watery eyes, itchy throat, mouth, nose and ears. There is currently no cure for hay fever, but you can do things to ease your symptoms. Antihistamine tablets and/or nasal sprays can be obtained from the chemist without prescription and usually relieve most symptoms.

Conjunctivitis

Conjunctivitis is an eye condition caused by infection or allergies. It is also known as red or pink eye. It usually affects both eyes, making them red, itchy and watering, sometimes producing pus that sticks to lashes. It usually gets better by itself without the need for treatment. There are things you can do to self-care and stop infectious conjunctivitis from spreading:

- Boil water and let it cool down before gently wiping your eyelashes to clean off crusts with a clean cotton wool pad (1 piece for each eye)
- Hold a cold flannel on your eyes for a few minutes to cool them down
- Do not wear contact lenses until your eyes are better
- Wash your hands regularly with warm soapy water; wash your pillowcases and face cloths in hot water and detergent
- Cover your mouth and nose when sneezing and put used tissues in the bin

If your eyes become painful, or your vision is affected, you should speak to a GP or call 111.

Multidisciplinary teams in Primary Care

A multidisciplinary team (MDT) is a group of health and care staff of different professions that work together to make decisions regarding the treatment of individual patients and service users. MDTs are used in both health and care settings. GPs, social workers, nurses, mental health practitioners, health visitors and pharmacists are among the most recognisable of a multitude of dedicated staff delivering care around the clock in every neighbourhood in the country. They work alongside an existing practice team within a primary care setting. Still, they can also work directly with the patient—acting as the first point of contact for most people accessing the NHS and providing an ongoing relationship to those needing it. MDTs teams will see GP practices focus on managing ill-health, physical, mental and social wellbeing, dedicated to improving the health and wellbeing of their local community and tackling health inequalities. MDTs also focus on prevention to make sure that patients' needs are met at the earliest possible opportunity and reduce the need for onward referrals to secondary care services.



Building integrated teams for the local community

A multidisciplinary team of professionals will provide more proactive, personalised and long-term care to people, including, but not limited to, those with multiple long-term conditions, and aim to give patients more choice and control over their mental and physical health.

Recommendations from the MDT are based on the individual's needs and wishes. For example, The MDT brings together older people's mental health services, social care, occupational therapists, a geriatrician and the GP clinical lead for frailty. The skills of MDTs include advanced history taking, examination, and diagnosing specific clinical procedures, ordering additional tests and investigations, onward referral to specialists, and prescribing medication from the British National Formulary.

Healthy minds within Primary Care

Personalised care is based on 'what matters' to people and their strengths and needs. Personalised care represents a new relationship between people, professionals and the health and care system. It recognises the clinical expertise of the healthcare professional, taking account of their values and preferences.

Personalised care supports you through a holistic assessment to help build personal resilience by connecting to accessible, inclusive and sustainable community groups and other practical and emotional support services.

Practice Nurses and Health Care Assistants

Our practice nurses are qualified to deal with various conditions, such as diabetes, asthma and COPD. They provide a patient-centred approach to agree on a care plan to manage long-term conditions better. Practice nurses can advise on contraception, including counselling. They also manage complex wound care, administer immunisations, travel vaccinations, and cervical screening. Our healthcare assistants work alongside the nursing team, carrying out phlebotomy, ECGs, wound care and NHS health checks.

Care Coordinators

Care Coordinators can help you with:

- Coordinating and navigating care and support across health and care services
- Provide a link to community services, secondary care and mental health teams
- Facilitate multi-professional team meetings regarding your health and care needs
- Provide information about your care or if you have uncoordinated care or multiple appointments
- Provide support if and when you are frail, elderly or considered vulnerable

Clinical Pharmacists

Clinical Pharmacists can help you with:

- Ensure your treatments help you get better and stay well
- Make sure the medicines you're taking are working for you if you have a long-term condition (asthma, type 2 diabetes, arthritis or high blood pressure)
- If your medicines have been changed while you were in a hospital, to help explain these changes
- If your medicine makes you feel bad, help by changing the treatment
- If you take a few different treatments, help ensure they are all working well together

Social Prescribing Link Workers

Social prescribing link workers might be available in the near future and can help you with:

- If you need support with your mental health: feeling lonely or isolated
- Have one or more long-term condition or complex social needs which affect your wellbeing
- Support you through a holistic assessment to help build personal resilience.
- Connect people to community groups and other services for practical and emotional support
- Support community groups to be accessible, inclusive and sustainable.
- Help people start new groups of their own
- Work collaboratively with all local partners and help to reduce inequalities

Health and Wellbeing Advisors

Wellbeing Advisors can help with:

- Build knowledge, skills and confidence around your health and wellbeing
- Become a more active participant in your health and care
- Reach your self-identified health and wellbeing goals
- Help with mental health needs or more long-term conditions
- Improve your motivation or confidence in managing your health

Influenza and pneumonia vaccine

In accordance with Department of Health guidelines, we recommend influenza vaccination for patients over the age of 65 and for patients with chronic conditions such as diabetes, chronic heart, lung, renal or kidney disease and residents of nursing and residential homes. The vaccination is available from late September. We also recommend the pneumonia vaccination for all patients over the age of 65 and for patients with chronic conditions.

Childhood immunisation

One of the most important things that a parent can do for their child is to make sure that they have all their routine childhood vaccination; this is the most effective way of keeping them protected against infectious diseases.

Ideally, children should have their immunisations at the correct age to protect them as early as possible and minimise the risk of infection. Please refer to 'The NHS Vaccination Schedule' published on www.nhs.uk

Cervical screening

If you are registered with us and between the ages of 25 and 64, you will receive a letter inviting you to cervical screening. Your doctor should send a letter asking to book your test, but ask your GP if you don't receive one. If you have never had a cervical screening, talk about this with your doctor, nurse, family or friends.

Women between the ages of 25 and 49 will receive a letter every three years, and women aged 50 to 64 every five years. Cervical smear tests are carried out to detect changes in the cervix and/or any pre-cancerous cells. These changes can be seen by a laboratory test on a small sample of cells taken from an area on the surface of your cervix called the transformation zone.

Chickenpox

On the first day, a rash appears as small red patches about 3-4mm across. Within a few hours of these developing small blisters will appear in the centre of these patches. During the next three or four days, further patches will appear, and the earlier ones will turn 'crusty' and fall off. Oily calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have fallen off.

Colds and flu

Even in this day and age, there is still no cure for the common cold. It is advised to go to bed and take plenty of liquids. If you have a headache or you are feverish, take paracetamol. Do not take any antibiotics you have in the house – these will have no effect. Nor should you always expect a prescription if you visit the doctor with a cold. Flu vaccinations are available at the surgery during the winter months.

Diarrhoea

In adults, diarrhoea is usually caused by a virus and is unable to be treated directly. Holiday diarrhoea is often due to bacteria. Consult a pharmacist at your local chemist for recommended over-the-counter medicine and follow the directions on the label or as directed by your health care professional. In both cases, consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young babies and children needs careful attention. Some babies have loose bowel action during their first six months due to their predominately liquid diet. In the case of sudden bouts of unusually watery diarrhoea, please contact the surgery for advice.

Patient Participation Groups

Patient participation groups (PPG) are a vital part of how we engage with our patients. If you would like more information on how to join our PPG, please speak to one of the reception team members, with your GP, or find more information on how to join our PPG and submit your feedback through our website.

Quality service for patients

We aim to provide a modern, effective, caring service without losing the traditional concept of family medicine. Under our patient's charter, you can expect:

- Pleasant and easily accessible premises
- A repeat prescription, if appropriate, within 48 hours
- Confidentiality to be maintained at all times
- To be referred to a hospital or particular unit if appropriate
- The practice is to be committed to ongoing training for all personnel
- To be offered appropriate advice on staying healthy and avoiding illness, together with the relevant information on self-help for minor illnesses
- The staff to be polite, helpful and efficient. If acutely ill, you can expect to be seen the same day
- The practice has a structured complaints procedure
- You should not expect the doctors to issue a prescription automatically at every consultation

Patient conduct

Please remember that anyone working in the NHS has the right to feel safe and secure from violence and abuse, both physical and verbal.

Therefore, we expect all patients at Whinhill Medical Practice to treat our team and other persons respectfully during their visits. Whinhill Medical Practice operates a zero-tolerance policy on violent or abusive behaviour. Therefore, we will support our staff should they be the victim of any aggressive behaviour and pursue convictions wherever possible. Thank you for supporting us in providing high-quality care to our community.



Patient's rights to general medical services

- You are registered with a GP.
- You can change the doctor if desired
- You will be offered a health check on joining the practice
- You will receive appropriate drugs and medicines
- You will be referred to a specialist or second opinion if they and the GP agrees
- You have the right to view your medical records and to know that those working for the NHS are under a legal obligation to keep the contents confidential

With these rights come responsibilities

- You have a responsibility to show consideration to the staff
- To only request home visits when absolutely necessary
- To keep appointments or cancel with adequate notice if no longer able to attend
- To adhere to the policy for repeat prescriptions
- To recognise consultations are for one person only

Confidentiality and your medical records

We take the confidentiality of patient information seriously, and all members of the practice team have signed a confidentiality contract and work within these guidelines.

Your records are used to help you ensure:

- That your doctor or nurse has accurate and up-to-date information to assess your health and decide what care you need when you visit in the future
- To ensure that full information is available should you see another doctor or be referred to a specialist or another part of the NHS
- That there is a good basis for looking back and checking on the type and quality of care you have received
- Assisting with health research (if you need to be personally involved with the research, you will be contacted to see if you are willing to participate).
- You will not be identified without your agreement. If you do not want certain information on your records, please talk to the doctor

Keeping your records confidential

All your personal medical details are kept confidential and will not be released unless you give your permission, with the following exceptions:

- With the consent of the patient, i.e. if you require a medical report or your records are to be sent to a third party such as a solicitor or insurance company
- When letters are sent to other medical personnel, i.e. when a referral to a hospital or specialist is made. However, they will also keep your information entirely confidential
- If we think your health, wellbeing and safety are at risk, we may be obliged to tell someone else, for example, Social Services or other agencies. If this is necessary, the doctor or the nurse must tell you first before passing on any information
- If the law requires it, for example, notifying certain illnesses in order to protect the health of the public generally or where a formal court order has been issued
- Everybody should be able to see the information that is kept in their medical records
- If you want to see them, you should make a written request to the surgery you are registered at. This person is obliged to let you see the information and explain any part of the record you do not understand. You are entitled to receive a copy of the information you have seen

What are the benefits?

A patient with access to their own health data can better understand their health, research their own conditions, have better ownership of their management, and be more responsible for their health outcomes. The patient may also be better able to monitor prescriptions, book and cancel appointments via the same platform, and check results and referrals, which can save the practice time answering incoming phone calls.

How to access treatment

For urgent medical help that isn't life-threatening, choose NHS 24 online or phone 111. The team can provide confidential advice and help you access the most appropriate local health services to meet your needs. If you are deaf, hard of hearing or speech-impaired, you can contact the NHS 24 service using the NGT Relay services. NHS 24 is a confidential telephone service available 24 hours a day, 365 days a year, to access their expert health advice and reassurance. In an emergency, when a person's life is at risk through serious illness or injury, call 999. Your local pharmacy can also support you with treatment advice for a range of common conditions and minor injuries.

Pharmacists can answer your questions about medications that are available without prescription and can advise you if they think you might need to see a GP. Contact our surgery to tell us your symptoms, so we are able to signpost you to the correct care within the surgery. It's not too late to have your vaccine or booster. You can book a vaccine through www.nhs.uk Patients with respiratory symptoms who are required to attend for emergency treatment should wear a facemask/covering, if tolerated, or offered one on arrival. All other patients are not required to wear a facemask unless this is a personal preference.

Patient feedback

Patients from Whinhill Medical Practice would recommend the service to family and friends. We are always looking for ways to improve.

Friends and Family Test

The NHS Friend and Family Test (FFT) was introduced to GP surgeries in December 2014. The FFT is an important opportunity for you to provide feedback on the services that provide you care and treatment.

Your feedback will help NHS England to improve services for everyone. You will be asked one multiple choice question and one open question. Your answer is voluntary and confidential.

Recommend us

Recommending our services at Whinhill Medical Practice to family and friends is an important aspect, and we are always looking for ways to improve. How likely are you to recommend our service to friends and family if they need similar care or treatment?

If we could improve on one aspect of your experience, what would it be?

Please ask our reception team to provide you with a feedback form or visit our website to submit any feedback:

<https://onemedicalgroup.co.uk/surgeries/whinhill-medical-practice/>

The practice under NHS guidelines deals with complaints. If you have any reason to be dissatisfied with the service you receive, please address your complaint in writing to the Practice Manager at (email address).

You can also contact the Care Quality Commission (CQC) with any compliments or complaints:

Telephone: 03000 616161

Web: cqc.org.uk

Email: enquiries@cqc.org.uk

Latest News

To stay up to date with all the latest news from Whinhill Medical Practice, please visit our website and Facebook page.

<https://onemedicalgroup.co.uk/surgeries/whinhill-medical-practice/>

<https://www.facebook.com/WhinhillMedicalPractice>

About OneMedical Group

OneMedical Group is a family-owned organisation, founded in Yorkshire. From our initial beginnings in healthcare property development, the team's expertise broadened to delivering better healthcare and wellbeing in Primary and Urgent Care services in the UK. OneMedical Group is and will remain a UK-owned and operated organisation, who do not and have never banked overseas. There are no external shareholders, and our focus is on reinvesting in their local communities, including with the OMG Foundation, which is the charity arm of OneMedical Group.

OneMedical Group LTD Board Directors:

Rachel Beverley-Stevenson

Michael Beverley

Susan Gale (Director and Company Secretary)

Emily Barton

Dr William Dawson

[Link to list of Shareholders](#)

Registered office address

The Business Centre Bank Top Farm, Blackhill Road, Arthington, Leeds, North Yorkshire, United Kingdom, LS21 1PY

The company's mission of improving lives underpins everything we do. Our mission is reinforced by our three key values:



**WORKING
TOGETHER**



**PEOPLE
FIRST**



**A HEALTHIER
FUTURE**



Whinhill Medical Practice

part of

