



OneMedical  
Group



# Great Western Medical Practice

## Patient Information



Welcome to

# Great Western Medical Practice

Located in the Seafield area in the West of Aberdeen, Great Western Medical Practice delivers healthcare for 10,000 patients from the ground floor of a modern health centre. The practice is made up of various healthcare professionals to meet extensive patient needs and offers a variety of telephone, face-to-face and video appointments between 8am and 6pm, Monday to Friday. There is parking available and the Practice is close to amenities, including pharmacies, shops and local bus routes. More information on the services offered at Great Western Medical Practice can be found on our website: [onemedicalgroup.co.uk/great-western](http://onemedicalgroup.co.uk/great-western)

At Great Western Medical Practice we offer the following services:

- First Contact Physiotherapy • Diabetes
- Transport to appointments (THInc)
- Pharmacy first

## 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

Great Western Medical Practice  
Seafield Road  
Aberdeen  
AB15 7YT

### Phone

0345 337 0540

### Prescriptions

01224 846746

### Email

[gram.greatwesternadministrator@nhs.scot](mailto:gram.greatwesternadministrator@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](mailto:travel@thinc-hub.org). Their services are open from 9am until 4:30pm Mon-Fri.

### Accessibility

All clinical rooms are accessible on the ground floor.  
Disabled car parking spaces available

### Access to services

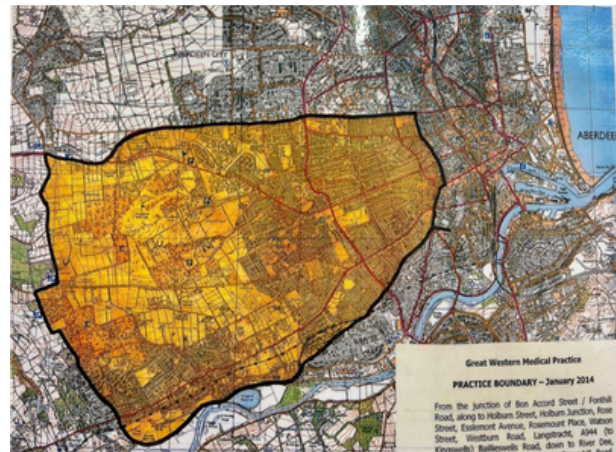
For access to these services you can book over the phone and in person at the reception desk.

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

### NHS Inform

**City-Wide Service Manager: Shona Greig  
Clinical Lead: Zoe Taylor**

### Practice Boundary:



## Patient Registration

Registration forms can be found on our website. Patients should call the practice to make sure they are in the boundary, before completing the forms. You can also register in person at our practice via the reception desk.

## Text message for patients

The practice use a text service to remind patients they need to contact the practice for various reasons. When completing the registration forms please confirm if you would like to use this service.

## Repeat Prescriptions

Repeat prescriptions can be requested by phone (01224 846746), 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 online services). Your prescription should be ready in 5 working days at your pharmacy but it may depend on pharmacy workloads.

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

## How to access a clinical appointment?

To book a routine appointment with the clinical or nursing team, please call the practice and select option 2 between 8.30am-12.30pm and 1.30pm-5pm. If you feel your issue is urgent and you feel it needs to be addressed on the day please call from 8am. The Patient Navigation team will assess your symptoms along with direction from our clinical team, if it is deemed necessary, you will be given an on the day appointment.

## 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.

## 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. 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 64 will receive a letter 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. Your appointment reminder comes straight from the Scottish Cervical Call Recall System (SCCRS) not from the practice.



## Pharmacy First

Everyone who is registered with a GP practice in Scotland, or who lives in Scotland, is encouraged to use their local pharmacy when they have one of the following minor illnesses or common conditions:

- Acne
- Allergies
- Athlete's foot
- Backache
- Blocked or runny nose
- Cold sores
- Constipation
- Cough
- Cystitis (in women)
- Diarrhoea
- Earache
- Eczema
- Headache
- Head lice
- Haemorrhoids (piles)
- Hay fever
- Impetigo
- Indigestion
- Mouth ulcers
- Sore throat
- Pain
- Period pain
- Threadworms
- Thrush
- Warts
- Verrucas

Pharmacy teams offers advice, treatment or referral to other healthcare teams if required.

## Travel vaccinations

We do not process any travel vaccinations in the surgery. The local travel service is delivered by community pharmacies who will provide you with a full travel risk assessment, general travel health advice and then, if required, vaccination and malaria prophylaxis. It is important that you seek travel advice in adequate time before you travel. Some vaccines take time to work, so we advise you to contact your chosen pharmacy a minimum of 6 – 8 weeks in advance of your departure, to ensure you are fully protected before you travel.

For more information about travel vaccines, please visit <https://www.grampianvax.com/travel-vaccination/>

## 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). For conditions longer than five days you will be able to request a further sick note at the GP's discretion. [Sick line form on website.](#)

## 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.

## 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.

## 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.nhsinform.scot/>

## 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 Inform 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 an optician.

## 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 NHS Grampian 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, and cervical screening. Our healthcare assistants work alongside the nursing team, carrying out phlebotomy, ECGs, wound care and NHS health checks.

Community Treatment and Care (CTAC) Hubs are now open in Aberdeen City. This is a nurse-led service that provides a specialist range of services that your GP may have previously provided. Services include:

- Wound-Care
- Blood Tests
- Blood Pressure
- Removal of sutures/staples
- Ear Care

For more  
information about  
CTAC Services  
please scan this  
QR Code:



## 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 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

# 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 Great Western Medical Practice to treat our team and other persons respectfully during their visits. Great Western 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 will receive appropriate drugs and medicines
- You will be referred to a specialist or second opinion if they and the GP agrees

## 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

## How to access treatment

For advice, information and self help guides about your symptoms please use [NHS inform](#). This service will provide you with information about your symptoms and what you should do next.

You should call 111 when you need urgent care and your GP, Pharmacy or Dental Practice is closed. 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.

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 also offer treatment and advice with Pharmacy First. For routine medical concerns please contact the surgery to tell us your symptoms, so we are able to advise you on the best care.

## Patient feedback

Patients from Great Western 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 Scotland to improve services for everyone. You will be asked one multiple choice question and one open question. Your answer is voluntary and confidential.

## 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 5 days
- 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

## Latest News

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

[onemedicalgroup.co.uk/surgeries/great-western](http://onemedicalgroup.co.uk/surgeries/great-western)

[www.facebook.com/GreatWesternMedicalPractice](https://www.facebook.com/GreatWesternMedicalPractice)



## Recommend us

Recommending our services at Great Western 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 visit our website to submit any feedback:

[onemedicalgroup.co.uk/surgeries/great-western](https://onemedicalgroup.co.uk/surgeries/great-western)

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](https://cqc.org.uk)

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk).

## 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

### Our Values:

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**



# Great Western Medical Practice

part of

