

## MARYWELL HEALTHCARE CENTRE

GP Services for Homeless  
Timmermarket Building  
1 East North Street  
Aberdeen  
AB24 5HT  
Tel: 01224 651132



### Public Transport

Buses: 15, 11, 1, 2, 53

### Marywell Healthcare Centre

- Marywell Healthcare Centre is a General Medical Practice specialising in providing healthcare for adults aged 16 and over who are experiencing homelessness, or at risk of homelessness regardless of gender, culture, religion or sexual orientation.
- Marywell Health Centre are managed by NHS Grampian / Aberdeen City Health & Social Care Partnership (ACHSCP).
- When in settled permanent accommodation you will be asked to register with a GP at a mainstream practice.

### Zero Tolerance

NHS Grampian operates a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

### We would respectfully ask that you:

- Let us know if you intend to cancel an appointment or are running late.
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist in providing you with the best service.
- Inform the Practice of any alterations in your circumstances, such as a change of surname, address or telephone number.

### Patient Responsibilities

As a patient, you are responsible for your own health and that of any dependants. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the Practice in endeavouring to keep yourself healthy.

### How to register with the Practice

You can register with the Practice if you are homeless within Aberdeen City; do not already have a GP in Aberdeen or living out with their boundary. In order to register with the Practice you should bring your NHS medical card if possible. A receptionist will ask you to fill in a form and a Practice Questionnaire, allowing us to provide medical care in the interim period while your medical records are transferred. We will arrange an appointment with the Nurse Practitioner for a registration health check. A form of identification would be helpful but not necessary.

If you move out of the Practice area or you are no longer homeless, you will need to register with a new Practice as soon as possible. We can provide information about how to find a new Practice.

## **Marywell Healthcare Centre Team consists of:**

### **Medical Staff**

#### **Dr C Buchanan, MB Bch MRCP**

Special Interest: Substance Misuse & Diabetes  
GMC Number: 3263190

#### **Dr M Hope, MB ChB MRCP**

Special Interest: Substance Misuse  
GMC Number: 7077720

### **Nursing Team**

#### **Elizabeth Wilson, RGN BA - Nurse Practitioner**

The nurse practitioner provides a wide range of services including:

- Minor injury/ minor illness advice and treatment
- Well person checks
- Hepatitis B & C and HIV testing
- Hepatitis B Vaccinations
- Immunisations
- Cervical smear screening
- Emergency contraception (morning -after pill)/ general advice on contraception / free condoms / pregnancy testing
- Management of chronic diseases
- Blood pressure monitoring
- Wound dressings and advice
- Health information leaflets and advice

#### **Sylvia Burn, Community Nurse Specialist**

The Community Nurse Specialist essentially provides outreach advice, support and health education for homeless people at a variety of locations. She is also responsible developing the Skilled Community Nurse Specialist Service for homeless people that are responsive to their health needs in conjunction with the Marywell Health Centre nursing team. Her post includes:

- Responsibility for the provision of skilled physical health and well-being need in a community setting when required.
- Help assessing mental health and well-being issues.

#### **Preference of Practitioner**

Patients are registered with the Practice and not an individual GP. For administrative reasons your medical card will be issued in the name of one of the doctors: however, you can at any time express a preference for a particular doctor, for either your medical needs or on a case by case basis. However, not all the doctors in the Practice provide all services and specific doctors may not be immediately available.

#### **How to see the Doctor or Nurse Practitioner**

All consultations for the Doctor are by appointment only, but we will see you as soon as possible if you have an urgent problem. To make an appointment you can either contact the receptionist on 01224 651132 or you can call in at the Practice.

### **Services Available from the Practice**

All GP Practices are contracted to provide essential services, that is, basic treatment of ill people, including Chronic Disease Management - this includes a comprehensive review of patients with e.g. Diabetes, Asthma, Chronic Obstructive Pulmonary Disease, Chronic Heart Disease and Hypertension. We also provide the following Additional Services:

- **Contraceptive Services** - Contraceptive advice and services for men and women (except coils) and are provided during normal surgery hours. Alternatively there are family planning clinics in Aberdeen - telephone 555114
- **Emergency Contraception** - The morning after pill can be used up to 72 hours after unprotected sex. It is available without prescription at the Pharmacy. If you are not sure whether you are at risk please talk it over with the doctor or Nurse Practitioner, but try not to leave it to the last moment.
- **Well Woman checks** - These are provided during surgery hours by the Nurse Practitioner and can include blood pressure check and cervical smear for woman aged 20 - 60. If you have any queries please speak to a member of staff.
- **Medical Certificates** - If you are ill and off work a self-signing certificate can be used for the first seven days (SC2) which is supplied by your employer. After seven days you should see your doctor for a medical certificate. If you routinely receive a medical certificate this can be requested via the receptionist but there is no guarantee it will be issued without being seen by a GP.

### **Opening Hours**

The Marywell Healthcare Centre is open from 9am - 5pm Monday to Friday. Another Practice provides cover for urgent issues between 8am - 9am and 5pm - 6pm Monday to Friday. Please phone Marywell on 01224 651132 for advice on who to contact for urgent advice during these times.

Consulting times may vary due to other commitments and also to address patient needs. A GP or nurse may not always be present but cover is provided by the alternative practice.

### **Out of Hours**

Between 6pm and 8am Monday to Friday, and 6pm to 8am Friday to Monday, the Practice is closed. Out of hours is the responsibility of NHS Grampian and in order to obtain medical advice at these times, please call NHS 24 on 111.

A trained Nurse in the emergency call centre will be available to deal with your call. They will either:

- Give you advice over the phone
- Arrange for you to speak to a doctor
- Invite you to attend the centre to be seen by the doctor
- Arrange a home visit if you are too ill to visit the centre

Please remember if you or another person is in a life threatening situation, call the Emergency Services on 999. The Practice is also closed on specific Wednesday afternoons for Protected Learning Time: dates are available from the Practice.

**Dental Service** -Available to all homeless clients across Aberdeen with dental problems. To contact the Dental Service call 0345 456 5990. G Dens is an emergency out of hour's service. G-Dens can be contacted via NHS 24 on 111.

- **Podiatry Service** - The Podiatrist is available to all homeless clients across Aberdeen with foot healthcare problems. The Podiatrist is available every second Tuesday morning between 9.30 and 12 noon both by appointment and via a drop in service at Marywell.
- **Substance Misuse Service** -This service is available to patients that have been referred by their GP. The Substance Misuse Service offers education, care and treatment for individuals experiencing problems and difficulties related to illicit drug and or alcohol use.
- **Liver Specialist** -Advice and treatment for liver disease / problems provided by a specialist liver nurse.

### **Enhanced Services**

We also hold contracts with NHS Grampian for a range of Enhances Services:

- Drugs requiring Monitoring
- Annual comprehensive review for patients with diabetes / asthma / COPD
- Nexplanon
- Keep Well

### **Practice Responsibility**

Within the NHS structure the Practice falls under the responsibility of NHS Grampian who hold a contract with us. NHS Grampian is based at Summerfield House, 2 Eday Road, Aberdeen AB15 6RE; telephone 0345 456 6000 who you can contact for more details of primary care medical services in the area.

### **Appointments**

Routine appointments are ten minutes. If you have a complex problem or several issues you wish to discuss please ask for a double appointment. If you cannot keep your appointment please let us know as soon as possible.

An interpreter is available via Language Line if required.

### **Attending the Practice**

When attending the Practice we request that you do this on your own unless this has been pre-arranged with the Doctor or Nurse Practitioner. If you are being accompanied by a Care Worker, Social Worker etc., they will be required to have a form of 1D.

### **Telephone Advice**

The Doctor or Nurse Practitioner will not always be able to answer your call straight away, please help the receptionist to prioritise your enquiry, they will arrange for the Doctor or the Nurse Practitioner to phone you back.

### **Results of Tests and Investigations**

Please call the Practice between 2 - 4pm allowing at least 3 working days after your test, some results may take longer. You will then be advised whether it is necessary to see the doctor or obtain a prescription. The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate until that person has given prior permission for the release of the results or they are not capable of understanding the result.

### **Confidentiality & Medical Records**

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know. Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

### **Medical and Nursing Student, Visiting Doctors**

Students and visiting doctors attend the Practice from time to time and may accompany the doctor or nurse during consultations to help them learn about general practice. If, however, you would prefer to see the doctor alone, your request will be respected. This will not affect your treatment in anyway.

### **Repeat Prescriptions**

If you are on long-term medication and require a repeat prescriptions please telephone the practice on 01224 651132. Please allow two working days for your prescription to be processed. Your prescription will be sent to your chosen Pharmacy for you to collect.

### **Mini Health Point**

The Practice has a variety of patient information leaflets available including Asthma, Diabetes, Blood Borne Viruses, advice on alcohol, smoking and healthy eating.

### **Access**

Marywell Healthcare Centre has suitable access and toilet facilities for those with accessibility problems. Designated parking spaces are available in the multi-story car park in the Frederick Street car park opposite the Health Village.



A hearing loop and language line are available.

### **Contributes to the Public Health Role of social inclusion, liaison and education:**

- Facilitating access for clients to mainstream services
- Development of service through partnership working
- Signposting clients to appropriate agencies and liaising with these agencies

### **Chris Fox BA (Nursing) RGN, HV Health Visitor for unregistered families:**

- Health Visitor input, support and information to facilitate mainstream services for all members of the family. Referrals accepted from professional bodies and families.
- Provides a liaison service to public health nurses, health Visiting and school nursing in respect of families and Children facing homelessness and in temporary homeless Accommodation - providing health advice to families in Homeless hostels and acts as a single point of contact for Public health nursing in relation to homelessness.

### **Comments, Suggestions, Complaints**

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception. If you have any compliments or comments about the Practice please contact the Practice Manager, we welcome your feedback.

### **USEFUL NUMBERS**

- |   |                     |
|---|---------------------|
| • Emergency Services  | 999                 |
| • Fulton Clinic   | 01224 557212        |
| • Integrated drug Service - Timmermarket Clinic   | 01224 651130<br>111 |
| • NHS24   | 0345 456 6000       |
| • NHS Grampian  | 101                 |
| • Police Scotland (Non-Emergency)   | 0345 337 9900       |
| • Sexual Health Services  | 0345 456 5990       |
| • Dental Advice Line (If you are not registered with a Dentist and need an urgent on the day appointment) |                     |

### **Freedom of Information**

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

### **Access to Records**

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and are free of charge. No information will be released without the patient consent unless we are legally obliged to do so.

### **Alternative Format**

If you need this or any other NHS Grampian publication in an alternative format (large print, audio tape etc.) or in another language, please contact: Roda Bird -Tel:01224 551116 or email:

[roda.bird@nhs.scot](mailto:roda.bird@nhs.scot)