

Useful Telephone Numbers

NHS 24.....111
Johnstone Health Centre.....01505 821300
Linwood Health Centre.....01505 821400

Midwife Appointments.....0141 232 4005

Family Planning

Sandyford Central.....0141 211 8130

Social Work

Johnstone.....0300 300 1199
Linwood.....0141 842 5151

Hospitals

Royal Alexandra.....0141 887 9111
Queen Elizabeth University.....0141 201 1100
Dykebar.....0141 884 5122

Johnstone Police Station.....01505 404000

Age Concern.....0845 1259782
Alcoholics Anonymous.....0845 769 7555
Alzheimer Scotland.....0808 808 3000
ChildLine Scotland.....0800 1111
Citizens Advice Bureau.....0141 889 2121
Cruse Bereavement Care.....0844 477 9400
Dial-a-Bus.....0845 125 9807
Domestic Abuse Helpline.....0141 887 7227
Bowel Screening Helpline.....0800 0121833

LUDOVIC Medical Practice

Johnstone Health Centre
60 Quarry Street
Johnstone
PA5 8EY

Linwood Health Centre
5 Bridge Street
Linwood
PA3 3DB

Tel – 01505 324348

Tel - 01505 324458

www.ludovicmedicalpractice.co.uk



PA3.3, PA5, PA6.7, PA9 and PA10.2.

Welcome to the Practice

This booklet will give you some information regarding the practice and surrounding community services. If you have any questions regarding any of our services please contact your registered surgery and one of our receptionists will do their best to help.

The Doctors

We have 3 female doctors and 2 male doctors –

Dr Gordon J Forrest MBChB MRCGP (Glasgow 1982)

Dr Maureen A Byrne BSc(Hons) MBChB (Glasgow 1995)

Dr Ruth H Keir BSc (Glasgow 2003)
MBChB (Glasgow 2005)
DRCOG DGM (Glasgow 2009)
DipFMS (Glasgow 2011)

Dr Neil P Naven BSc (Glasgow 2003)
MBChB (Glasgow 2005)
MRCGP (Glasgow 2011)

Dr Louise Bell MBChB (Glasgow 2006)
DRCOG (Glasgow 2010)
MRCGP (Glasgow 2011)

Students

Medical students and nursing students attend the practice from time to time on placements and we would be grateful for your co-operation to help the students learn about general practice. However, you will be informed of their presence in advance and if you do not wish them to be present during a consultation please let a member of staff know.

Preference of a GP

Patients are registered with the practice and not with a specific GP. However, for Health Board registration purposes, each patient has an assigned GP. This is for administrative purposes only allowing you to consult with any available doctor that suits you and your needs. Ludovic Medical Practice has two sites and appointments at both sites are available to all our patients

Texting Service

Ludovic Medical Practice operate a texting service which will remind you of your appointment. We also use this service to inform you of different services that are available within the surgery and any relevant information that we feel necessary to share with you. Please make sure you inform us if you change your mobile number.

Non NHS Services

The doctors are under no obligation to carry out non NHS services. However, all requests will be considered and a charge may be implemented depending on the request. The decision to do non NHS work is at the doctors own discretion and decisions may vary between doctors.

Interpreting Service

British Sign Language interpreters are available for deaf patients and language interpreters are available for patients that cannot speak English.

Patient Access

Patient access allows you to manage your routine GP appointments and repeat prescriptions 24/7. Ask at reception and a member of our staff will be happy to assist. Registering is simple and secure. Download the app on your phone giving you control on the go.

Minor Surgery

A minor surgery clinic is held every Monday after morning surgery at our Linwood branch. This includes removal of skin tags, cysts and toe nails. It is necessary to make a GP appointment for review and assessment prior to being booked in for minor surgery. Joint injections are also available and assessment for this is also required prior to procedure.

Opening Hours

Surgeries are open from 8.00am to 6.00pm Monday to Friday. You will always be able to contact us by phone between these hours. We will aim for you to have access to a suitably qualified medical professional within 48hrs or the same day if it is a medical emergency. All appointments made that are no longer required must be cancelled. Extended Hour surgeries are available to patients that work and cannot attend during core times.

Patient Rights and Responsibilities

We will work in partnership with you to achieve the best medical care possible. We will listen to your views in all aspects of your medical care. We will advise and inform you of the steps you can take to promote good health and a healthy lifestyle. 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 a clinician and co-operate with the practice in an endeavour to keep you healthy. We ask that you treat reception staff and clinical staff with respect and keep us informed of any change of name, address or contact number.

Practice Nurses

Sister Mary Carrigan, RGN, Nurse Prescriber
Sister Suzanne Gray, RGN, Dip, BSc

Our practice nurses are professional people in their own right. They can offer help with patients who may not wish, or require, to see the doctor. Review clinics for Diabetes, Asthma, CHD, COPD, Stroke, Hypertension and Rheumatoid Arthritis. These clinics are annually and are administered by our Practice Nurses and HCA. More information on clinics run by our nurses can be obtained by reception staff.

District Nurses

The District Nurses' primary role is to provide specialist nursing care within the home. Referrals or messages can be left at reception or on the Johnstone Health Centre answer phone 01505 821320.

Health Visitors

Our Health Visitors are registered nurses with extra training in health promotion in the community. Their work includes advice on health matters following pregnancy. They will monitor the health and development of children under five years of age offering advice and support to parents.

Health Care Assistant

Linda Ganson

Linda will see patients for blood tests, blood pressure, urinalysis, height and weight, ear syringe and also simple wound care.

Repeat Prescriptions

Please allow 48 hours for your prescription to be processed. For medication that is not on repeat, the doctor will review your request and take the appropriate action. Hospital prescription will be completed within 24 hours of receipt. Repeat medication can be requested in person between 8am and 6pm, by phoning the surgery between 10am-12noon and 2pm-4pm or 24/7 via Patient Access.

Triage

Triage is for medical emergencies and advice only and this service is available between 9am-10am and 1.30pm-2pm each day.

Appointments

Appointments are compulsory to see a doctor or a nurse. For all nurse appointments it is important that we know the reason for your visit so that we can direct you to the correct clinician and allocate the correct appointment time. Online routine GP appointments are available via Patient Access. More information can be obtained from reception.

Complaints and Suggestions

A complaint form can be obtained from reception which will explain the procedure. Suggestions in writing to a member of staff.

Zero Tolerance

The clinical and admin staff are here to help you. Verbal or physical abuse will not be tolerated. Abusive behaviour may result in you being removed from our practice list with immediate effect.

Parking

Parking is available within the grounds of the Health Centre both at the front and rear of the building with disabled parking at the rear.

Registration for UK Residents

To register as a patient at Ludovic Medical Practice it is compulsory to complete a Health Board registration form. You are required to produce two forms of identification which should include one photographic and one showing proof of address. A mobile phone bill is not acceptable.

Registration for Non UK Residents

To register as a patient at Ludovic Medical Practice it is compulsory to complete a Health Board registration form. Identification and any relevant documentation, as advised by reception staff, will be required to prove your entitlement to NHS treatment.

Practice Area

Our practice area runs in conjunction with the performers list held by the Health Board. The post code areas we cover are **PA3.3, PA5, PA6.7, PA9 and PA10.2**. We will not be able to register you as a patient if you do not live within any of these post code areas. If you are a patient living within our practice area and move house, we will only keep you as a registered patient if you move house within our practice area. If you move outwith our practice area you will have to register with a GP in your area.

Copy Medical Records & Data Protection

If you wish a copy of your medical records, full or partial, a form must be completed which will explain the procedure and chargeable fee for this service. This form can be obtained at reception. Confidentiality is a priority and we would never share medical information with any 3rd party organisation without your consent. If you are not the patient and you are requesting medical information then we must have consent from the patient before we can act on your request. If the patient is unable to consent then consent must be obtain from the person that is legally authorised to do so.

