

Out of Hours

After 6pm, during weekends and during practice closures for URGENT issues that cannot wait until the practice reopens, Dial 111

NHS Minor Ailments at your Local Pharmacy

Pharmacists are experts in medicines who can help you with minor health concerns. As qualified healthcare professionals, they can offer **free** clinical advice and **free** over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pain. Contact your Local Pharmacist for advice

Lanarkshire Eye Health Network (LENS)

Whatever your eye problem, your first port of call should be the Optician. The Optician can assess urgent eye problems, check for eye disorders and treat eye conditions. They have the necessary equipment and training to assess most eye problems. Contact your Local Optician to make an appointment.

District Nurses

For patients who are housebound or unable to attend the surgery, you may be referred to The District Nursing Team

Wishaw 355511
Motherwell 212600

Carlisle 01555 777409

Your Rights & responsibilities

Patients should attend appointments at the arranged time or inform us, giving plenty of notice if unable to attend. Patients who fail to attend without notice will have this documented in their records. Patients who continually fail to attend, may be asked to register at another practice

Our appointment times are limited to 10 minutes. Running over means that other patients have to wait. This also

causes stress to our hard working Clinicians. We have a strict, one patient per appointment rule.

We will always treat you with kindness and respect. Please help us by being kind and respectful in return. We will always do our best to help you. Abusive or aggressive behaviour towards anyone within our team will result in removal from our practice list.

Sometimes we are asked to undertake work which is beyond the remit of the GMS contract. A full list of charges for undertaking Non NHS work can be found on our website.

Feedback

We pledge that we will always do our best for our patients. Occasionally however, things do go wrong but we work hard to make sure this does not happen. Should you wish to complain about any aspect of our service, please contact the Practice Manager, Karon Knox, to discuss any aspect of our service and for a copy of our complaints procedure.

Please share your experiences with us



Welcome to Willow Wood Medical Practice

2nd Floor
Houldsworth Centre
Kenilworth Avenue
Wishaw ML2 7LP

Telephone
01698 361716

Website
www.willowwoodmedicalpractice.co.uk

Our patients' needs are at the heart of everything we do. In this leaflet, we will provide you with information about the Practice and a brief outline of the services we offer.

We are a small, friendly 2 Partner GP Practice based within the Houldsworth Centre in central Wishaw. We care for patients who reside within selected postcodes within a 3-mile radius of Houldsworth Centre. Please ask for further details on eligible post codes.

We are open Monday – Friday 8am – 6pm with the exception of Public Holidays which are detailed on your website.

If urgent care is needed when we are closed, please call NHS 24 on 111

General Practitioners

Dr Susan Murray MB ChB 1988

Dr Sharon Ritchie MB ChB 1992

Our excellent GPs are on hand 5 days per week. They are expert in treating complex, multifaceted patient presentations.

Since the new GMS Scotland contract was introduced in 2018, the role of the GP has changed and as such we have recruited the following key Healthcare professionals to allow GPs more time to deal with the more complex patient presentations.

Advance Nurse Practitioner

Mr Paul Marshall

Paul is a highly skilled & experienced ANP who is able to assess and deal with most adult acute problems. He can prescribe and refer onwards as necessary

Practice Nurse

Sister Louisa Gaughey GPN

Louisa is a highly skilled Practice Nurse, specialising in Chronic Disease Management, advising on healthy living as well as offering well woman and well man advice

Practice Management

Karon Knox, Practice Manager DPS

Karon is a highly experienced Manager, on hand to oversee the day to day management of the Practice

Patient Care Advisors (PCA's)

Carly Marshall, Assistant Practice Manager

Maureen Neilson

Lillian Bryson

Audrey Leaker

Julie Youngson

Our hard working PCAs are highly skilled in all aspects of administration and customer care, guiding patients to the right person at the right time and in the right setting. They are the welcoming, friendly face of our Practice.

Registering with us

When you approach us to register you will be asked to complete a registration form and basic health questionnaire. You will then be offered a new patient appointment with our Practice Nurse, which will involve some basic tests and checks based on what you have told us on your questionnaire. You will also be asked to provide us with a urine sample. Following this initial appointment, you will then be free to make appointments with us. Your records will automatically be transferred from your last GP Practice upon registration with us

What to expect when you contact us

You can contact us by telephone during our opening hours. You will first of all be connected to our team of PCA's, who are highly skilled in determining who, will be best to deal with your enquiry. They will ask you some questions. Please provide as much information as you can to allow them to direct you to the right person. This may be the Pharmacy, LENS or another member of the extended Healthcare Team. We assure all patients of our complete confidentiality at all times. Your call will then be 'triaged' by the right person within the Clinical team, who will decide the next course of action. This may be a telephone consultation, a Near Me (video) consultation or when required, a face to face consultation if examination or further investigation is needed. If your problem is visible e.g a rash, you may be asked to send us a photograph. Our PCA's will advise you on how to do this.

Home Visits

If a housebound patient requires to be seen at home, please call before 10am. The GP/ANP may call beforehand to check the reasons for the visit. Most

problems are dealt with more effectively in the clinical setting of our well-equipped surgery. Please bear this in mind when requesting home visits.

Repeat Re-ordering options

To order repeat medication

1. Sign up to Patient Services and order online via the practice website. Registration forms available from the website or from the PCAs
2. Use your re-order slip and post into the post box on the ground floor of the Houldsworth Centre. OR
3. Ask your preferred pharmacy to manage re-ordering of your repeat items on your behalf.

Please note that we no longer take requests over the telephone.

Chronic Disease Management

Our Practice Nurse is on hand to help you manage your Chronic Conditions. Depending on your illness, we may call or letter you to advise you to make an appointment at the Treatment Rooms within the Houldsworth Centre for blood tests that may be required before you see the Practice Nurse for review

Ante natal, post-natal & new born checks

We offer full Ante natal and post natal clinics in association with our Midwives. Newborn 6 week developmental checks are carried out in the Practice.

Cervical screening

Our Practice Nurse carries out Cervical screening for eligible patients. Please contact us on receipt of your reminder from NHS Scotland or let us know of any problems you have between screening appointments