

• CONFIDENTIALITY

All the employees of the Practice operate a strict policy of confidentiality. As all information is protected it will not be released to anyone without your consent.

• RIGHTS AND RESPONSIBILITIES

We are committed to equal opportunities regardless of age, gender, sexual orientation, religion, disability, colour or race. If you have a particular need or concern please make us aware of it. We will not tolerate any abusive or violent behaviour shown towards any member of staff. If this occurs, the individual concerned will be removed from our list. We also expect co-operation and civility in all dealings with staff. Any threats or aggressive behaviour made towards staff or other patients are unacceptable.

• ACCESS TO MEDICAL RECORDS

You are welcome to view your medical records at any time. Please contact the GP or Practice Manager, in writing, if you would like this arranged.

• DATA PROTECTION ACT 1998

In order to provide care for you we are obliged to keep records. The Practice fully complies with the Data Protection Act 1998 and other guidance on privacy and data confidentiality. In order to manage services and improve the quality of care we provide, we share some information on Practice activity with the appropriate health authorities and, where possible, this information is made anonymous. Information is NOT shared with third party outside the Health Service without your explicit consent, however, we are obliged by law to provide certain information, e.g. notification of certain infectious diseases. If you have any questions, please contact the Practice Manager.



10 Warrender Park Terrace,
Edinburgh EH9 1JA

Tel: 0131 229 6314

Fax: 0131 221 0551

• OUT-OF-HOURS SERVICES

NHS Lothian are responsible for arranging out-of-hours services. When the surgery is closed **NHS 24** can be contacted on a Free Number **111**, or visit their website at www.nhsdirect.nhs.uk

• HEALTH BOARD CONTACT DETAILS

NHS Lothian, Primary Care Contractor Organisation,
Pentland House, 47 Robb's Loan, Edinburgh, EH14 1TY.
Tel: 0131 537 8423

www.marchmontmedicalpractice.co.uk



DR. RICHARD M. RACZKOWSKI

LEK. MED: (Cracow 1981)

MB CHB: (London 1984)

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• CONSULTING HOURS

MONDAY 8.30am-10-00am & 4.00pm-5.30pm

TUESDAY 8.30am-10-00am & 4.30pm-6.00pm

(Extended hours every Tuesday - 6.00pm-7.30pm by appointment only)

WEDNESDAY 8.30am-10-00am & 4.00pm-5.30pm

THURSDAY 8.30am-10-00am

FRIDAY 8.30am-10-00am & 4.00pm-5.30pm

You **do not have to make an appointment** to see a doctor

• RECEPTION OPENING HOURS

8-00am to 6-00pm Monday to Friday

12.30 to 1.00pm closed for staff training

• PRACTICE MANAGER & RECEPTION STAFF

The Practice Manager and her staff are responsible for the day-to-day running of the Practice. They will be pleased to help you with any questions you have about the Practice.

• NEW PATIENT REGISTRATIONS

All new patients will be asked to complete registration forms. They will also have to make an appointment to see the Practice Nurse for a new patient health check.

• CHANGE OF PERSONAL DETAILS

If you change your address/phone number please notify the surgery immediately.

• TELEPHONE ADVICE

Doctor is available to give advice between 11-30am and 12-00 noon each morning.

• PRACTICE NURSE

The Practice Nurse is available Monday to Friday **by appointment only**. She is available for cervical smears, asthma, diabetic and blood pressure checks,

dressings, treatment of warts and verrucas, travel advice and vaccinations, contraceptive advice, ear syringing, blood tests and well woman/well man checks (including dietary and smoking advice).

• DISTRICT NURSES

The District Nurses provide care at home. They can be contacted by phoning 228 7503.

• THE HEALTH VISITING TEAM

The Health Visiting Team is available to provide advice to expectant mothers and families with babies and small children. They run regular baby clinics and also see patients at the surgery and at home. Tel no: 536 9770.

• CHAPERONES

During intimate examination you are entitled to ask for a chaperone to be present.

• CHILD DEVELOPMENTAL CHECKS

The Health Visitor and Doctor carry out developmental checks for your child. The Clinics are usually held on Tuesdays. The Practice arranges the required appointment for you without any action being necessary on your part. Health Visitor phone number is 536 9770.

• ANTENATAL CLINICS

Antenatal clinics are run by midwives. They are held every Wednesday and you are required to make an appointment.

• MENTAL HEALTH TEAM

The Community Psychiatric Nurse sees patients by appointment. The service is available through referral by GP.

• HOME VISITS

If you are unable to attend the surgery, due to acute illness, please request a house visit **before 10am**.

• TEST RESULTS

As the telephones are busiest in the mornings, please contact the surgery **between 1pm and 3-30pm** for the results of any tests.

• REPEAT PRESCRIPTIONS

Repeat prescriptions can be obtained on written request. Repeat prescription slips are usually issued to simplify the procedure. If you wish your prescription to be posted to you, please send us a supply of stamped addressed envelopes. You can also order a repeat prescription by phoning the surgery between 1pm and 3-30pm. All prescriptions will be ready 48hrs later (72hrs at the weekend). You can also order repeat prescriptions on our web site.

• NON NHS MEDICAL SERVICES

Certain services are chargeable. The BMA recommends the fees, which are reviewed annually. Fees are displayed at reception.

• PARKING AND ACCESS

There is meter-fed parking available across the street from the surgery. There is no wheelchair access.

• PHARMACY

The nearest pharmacy is Marchmont Pharmacy 26 Marchmont Road, open 9-00am to 5-30pm Monday to Saturday.

• FEEDBACK

We endeavour to provide a full range of medical services. Patients who have any suggestions are welcome to use the "suggestion box" in the waiting room. If you have a complaint please write to the Practice Manager or doctor. The Practice operates a complaints procedure in line with Health Board guidelines.