



39 Gilbert Road, Bucksburn, Aberdeen, AB21 9AN

Tel: 01224 712138

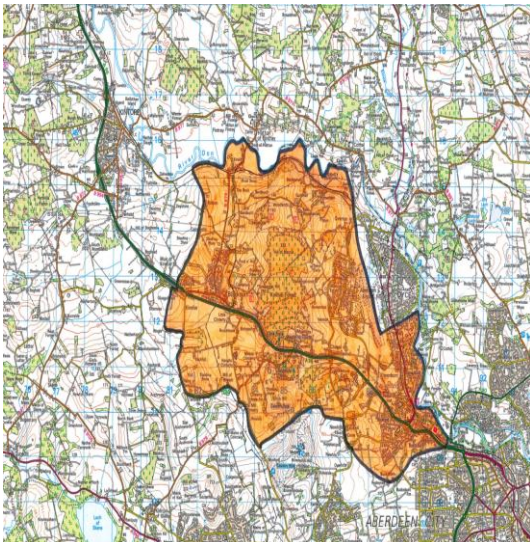
For routine appointments and enquires

Monday - Friday

8.15am – 6.00pm

www.gilbertmedical.co.uk

The Practice covers:
Bucksburn, Blackburn &
Stoneywood



DOCTORS

Dr Aris Fragoyannis

BSC, MBBS (London 2004), MRCGP, FRACGP

Dr Krystyna Nietupska-Adler

Lekarz (Bialystok Akademia Medyczna 1989)

Dr Cindy Crossley

MBChB (Pretoria 1995), MRCGP

Dr Ehsanul Hoque

MBChB (Aberdeen 2003)

Dr Colin Jack

MBChB (Aberdeen 2000)

Dr Suzanne McCourt

MBBS, DFSRH, MRCGP (Newcastle 2007)

Dr Jane White

MBChB (Aberdeen 1998), DRCOG, DCCH, DFFP,
MRCGP

ACUTE CARE TEAM

Our Acute Care Team offer urgent and semi-urgent appointments for patients with acute medical conditions that the Local Pharmacy can't deal with. They do not deal with complex issues, mental health or pregnancy related issues. They are supervised by the duty doctor.

Ross Middleton

Physician Associate

Tharushi Fee-Dissanayake

Physician Associate

Ewa Hajto

Physician Associate

PRACTICE PHARMACIST

The Practice Pharmacist deals with requests and queries for medication that are not on repeat. She completes paper medication review checks and runs medication review clinics. She is supported by a part-time NHSG Pharmacist and Pharmacy Technician.

Lucy Rennie

Practice Pharmacist

PRACTICE NURSES

The Nursing Team run the treatment room as well as the long term condition clinics for asthma, COPD and diabetes. Patients with long term conditions will be invited to attend the practice on their birthday month for review.

Catherine Jack

Practice Nurse

Jackie Ross

Practice Nurse

MANAGEMENT TEAM

The Management Team are responsible for the smooth running of the practice as well as the business and strategical management.

Ruth Hepburn

Practice Manager

Margaret Urquhart

Office Manager

REGISTRATIONS

Application forms and patient questionnaires can be downloaded from our website or picked up from our reception. Please complete and return these and allow 7 days for your forms to be processed.

APPOINTMENTS

All consultations, face to face and telephone for all clinicians are by appointment. Appointments are for 10 minutes so please be realistic about what can be achieved in this time. We offer routine appointments as well as on the day appointments for clinically urgent care. Please provide the receptionist with a brief description of the reason you require an appointment so that they can book you in with the right clinician.

E-CONSULTS

We offer a limited number of e-consults during working hours. This can be accessed via our website. A response will be given within 48 working hours. Our preference is for fit notes to be requested using e-consults.

DAYTIME HOUSE CALLS

If you are unable to attend the surgery and need a clinician to visit please let us know before 10am so that duty doctor can fit this into their schedule.

OUT OF HOURS

G-Meds cover from 6pm to 8am Monday to Friday, weekends and public holidays. During this time patients should contact NHS24 directly on 111 or visit www.nhs24.com

TEST RESULTS

Please phone for your test results after 11.30am.

PRESCRIPTIONS

Patients on repeat prescriptions can order further supplies by either:

leaving a message on our answerphone – 01224 849595

online at www.myvisiononline.co.uk

returning the tear off slip from their last prescription

Please remember to tell us which pharmacy you wish to collect your prescription from. The options are:

Blackburn, Bucksburn, Boots Dyce, Christie's, Dickies at Dyce and Tesco at Danestone.

Please allow 48 hours for your prescription to reach your chosen pharmacy.

DATA PROTECTION

The Practice is registered with the Information Commissioner's OFFICE (ICO) and is committed to keeping your data safe. For information on how we comply with GDPR please ask for a copy of our GDPR leaflet at reception or visit our website.

RIGHTS AND RESPONSIBILITIES

Rights:

Access: Your rights when using NHS health services in Scotland.

Communication and participation: the right to be informed and involved in decisions about health care and services.

Confidentiality: the right for your personal health information to be kept secure and confidential

Respect: the right to be treated with dignity and respect.

Safety: the right to safe and effective care.

Feedback and complaints: the right to have a say about your care and have any concerns and complaints dealt with.

Responsibilities:

- To register with a GP.
- To attend your appointments.
- To arrive on time.
- Keep your personal information up to date.
- Use the services responsibly.

Please note we have a zero tolerance policy to any violence and aggression.

SUGGESTIONS/COMMENTS

We welcome any genuine suggestions or comments you may have. Please send these in writing to the Practice Manager.

COMPLAINTS

We always try and provide you with the best possible service. However on occasion things do go wrong. If you wish to make a formal complaint then please write to the Practice Manager with your concerns. For more information please ask for a copy of our complaints procedure at reception or visit our website.