

Sharing Information

Your medical information will only be passed to other parties for health reasons (Emergency Care Summary (ECS), Key Information Summary (KIS), SCI Diabetes shared care record, hospital referrals or referrals to other Health Care Professionals). If you wish to withdraw your consent to share information with other aspects of the National Health Service please submit a request in writing to the Practice Manager. We only provide information to third parties such as Insurance Companies, Solicitors or Employers if we have a signed mandate from you.

NHS Lanarkshire

The practice has a contract with NHS Lanarkshire to provide General Medical Services. Any general enquiries can be made by calling 0300 3030 243 or visiting www.nhslanarkshire.org.uk.

Additional contact details regarding primary medical services in the area can be obtained by contacting:

NHS Lanarkshire Headquarters
Kirklands , Fallside Road, Bothwell, G71 8BB
Tel: 01698 855500

Useful Contacts

Shotts Health Centre: 01501 820519
NHSL Treatment Room: 01501 820519
Wishaw Social Work Dept: 01698 348200
LENS Optician, Shotts: 01501 823983
Physiotherapy: 0800 917 9390
Family Planning/Sexual Health: 0300 303 0251
Smoking Cessation: 0300 303 0242
Community Nurses: 01501 820519
Referral Management Service: 0300 303 0249
Podiatry: 01501 820519
Community Midwife: 01698 354966
Continence Service: 01236 710256
Well-informed: 0800 073 0918
Addictions Recovery Team 01698 274070

Hospitals

University Hospital Wishaw: 01698 361100
University Hospital Monklands: 01236 748748
University Hospital Hairmyres: 01355 585000

Chemist:

Crawford's Pharmacy
Shop: 01501 821508
Health Centre: 01501 823729

Useful websites:

www.nhslanarkshire.org.uk/
<https://www.nhsinform.scot>
<https://www.nlleisure.co.uk/>
www.voluntaryactionnorthlanarkshire.org/
www.elament.org.uk
www.nhs24.com

Aggression & Violence

The practice will not tolerate any form of aggression or violence (verbal or physical) towards any member of our team and will seek to remove patients from the practice list should this occur. We will not hesitate to inform the appropriate authorities.

Patient Responsibilities

We request that you respect the advice given on how to contact the practice, arrive on time for any appointments and inform us of any cancellations or changes you wish to make to your appointments as soon as possible. Demand for our services is high and we can always offer those appointments to someone else, even at short notice.

Please ensure that we have your up to date contact details e.g. mobile and home telephone number, email address

Opening Hours

The practice is open from 8am until 6pm Monday to Friday, excluding public holidays

Public Holidays

The practice will be closed on all statutory public holidays. Details can be found on our website.

Feedback: email your comments to
burnbrae.medicalpractice@nhs.net.



Dr S Arnott

**Shotts Health Centre
36 Station Road
Shotts
ML7 5DS**

**Telephone:
01501 822256/822099**

www.burnbraemedicalpractice.co.uk



@burnbraemed

8am until 6pm Monday to Friday

**Out of Hours Service
Telephone: 111**

**NHS 24 available 24 hours a
day, 7 days per week to provide free expert
advice**

Telephone: 111

www.nhs24.com

The practice is situated in Shotts Health Centre, (with disabled access). It is a multi-disciplinary team providing general medical services under contract for NHS Lanarkshire to approximately 4,900 patients. The practice covers the Shotts area (Dykehead, Stane, Torboothie, Springhill, Allanton and Hartwood).

We aim to provide a high level of care and support to all of our patients.

GP

Dr Susan Arnott MBChB (Glasgow) 1992

Practice Clinical Team

Lindsay Smith – Nurse Practitioner
Sharon Ghani – Nurse Practitioner (Nurse Manager)
Corrine Kennedy – Practice Nurse
Sinead Kelly – Nurse Practitioner
Marion Hillier - Nurse Practitioner
Allison Rae – Nurse Practitioner for Mental Health
Brian Slattery – Advanced Practice Physiotherapist
Samantha Mullen – Practice Nurse
Andrew Maguire – Prescribing Support Pharmacist

Practice Manager

Megan Biggerstaff

Other Staff

The Practice is supported by a team of Public Health Nurses, Community Nurses, Treatment Room Nurse, MacMillan Nurse, Phlebotomist, and Locality Pharmacist.

How to register

If you wish to register with the practice, please request registration forms from Reception. Once the forms are completed and returned (with 2 forms of identification, one photographic) a new patient medical will be arranged with the Practice Nurse.

Computers

The practice is paperlite and mainly operates with computerised records. All medical records are strictly confidential. Under the new GDPR legislation you are entitled to access your records and to confirm that the information we hold is correct.

Appointments

Type	Available
askmyGP	Go to our website – www.burnbraemedicalpractice.co.uk , enter your concerns through the askmyGP portal on the home page and your GP will get in touch to determine the best way to help
GP and Nurse Practitioner	If you don't have access to the internet the Patient Care Adviser will take a brief description of your concern and your GP will advise the best way to help
Practice Nurse	Available to book for Health Promotion and Disease Prevention including BP monitoring and cervical screening
Care and Support Planning for Long Term Conditions	With the Practice Nurse via Reception - invitations to attend will be sent on the month of your birthday
Mental Health Nurse Practitioner	For advice and support on mental health and well-being
Advanced Practice Physiotherapist	For assessment and advice regarding muscle and joint problems

Results Enquiries:

Please allow 7 days for receipt and processing of test results. Please contact Reception by telephone after 2.30pm to request information about your results.

All Prescriptions

Requests for prescriptions should be ordered via on-line Patient Services or at Reception/Crawford's Pharmacy by depositing the repeat slip on the right-hand side of your prescription in the red box. Ordered prescriptions will be available for collection at the Practice or the chemist of your choice within **48 hours**. Please hand in any hospital discharge prescriptions promptly to allow any changes to be made to your ongoing treatment and support.
DO NOT ORDER PRESCRIPTIONS BY TELEPHONE

Home visits

Please make every effort to come to the surgery to see your GP where there is a full range of facilities to address your concern. **Requests for home visits should be made before 10am.** These requests will be triaged and prioritised by the GP. Home visits will only be carried at the discretion of the Doctor.

Out of hours cover

NHS 24 (contracted by NHS Lanarkshire) provide cover from 6pm to 8am Monday to Friday, all day Saturday and Sunday and statutory public holidays. The telephone number is **111**

Comments and Complaints procedure

The Practice operates a complaints procedure in accordance with NHS Lanarkshire guidelines. If you wish to make a comment, complaint or suggestion about our Practice, please contact Megan Biggerstaff, Practice Manager. A leaflet explaining the procedure is available at Reception.

Services provided by the Practice include:

Acute Assessment, Advice and Treatment or indeterminate illness
Care and Support Planning for Long Term Conditions
Well Person check ups
Travel advice and immunisations
Family Planning/Sexual Health
Cryotherapy for minor skin lesions
Minor surgery (joint injection)
Post natal Care
Child Health Surveillance
Health Promotion and Disease Prevention
Florence eHealth home monitoring
Public Health Immunisation Campaigns

On-Line Services

You can register for on-line services at Reception or via our website: www.burnbraemedicalpractice.co.uk Once you have completed a registration form we will provide you with a user name and password to get you on-line.