

Clarkston
Medical



A very warm welcome to Clarkston Medical, a four partner practice that puts patient experience at the heart of everything we do. We hope your visit to us will be a friendly and reassuring experience.

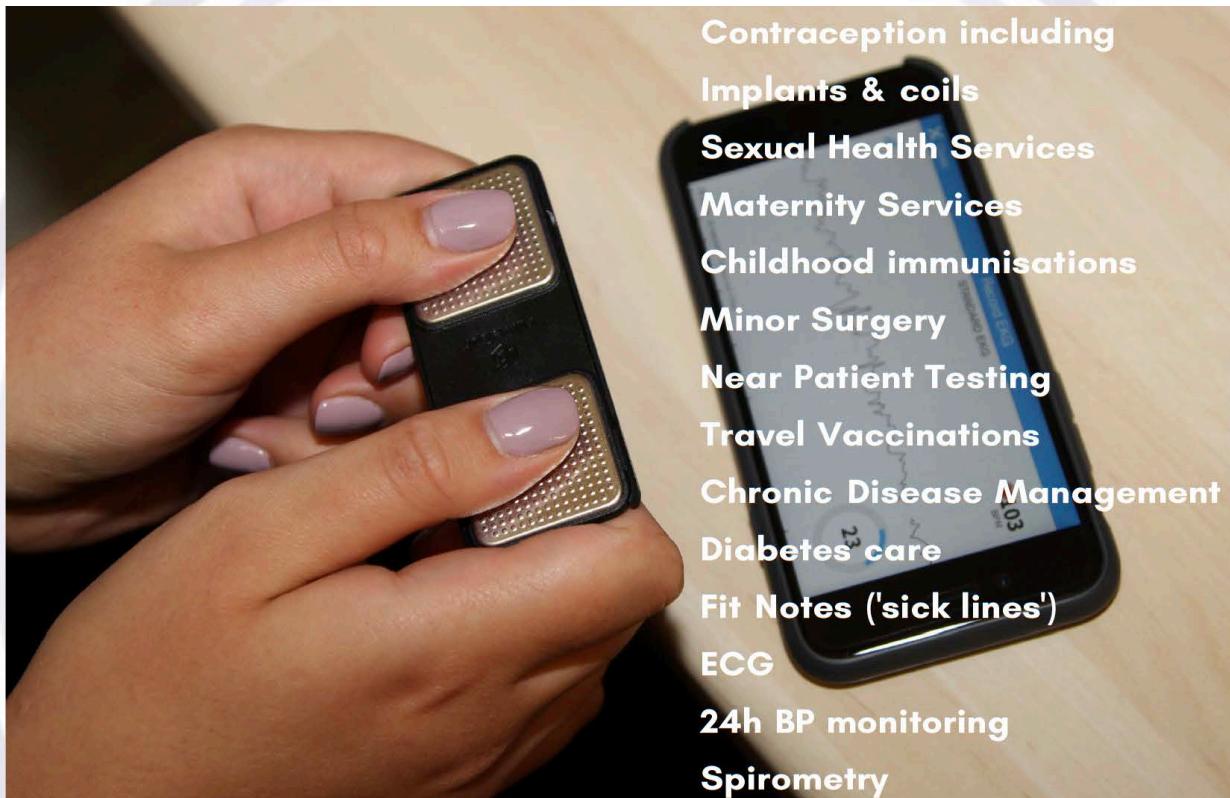


Being a small partnership allows us to provide excellent continuity of care to our patients, who understandably like to develop a rapport with their Doctor. We work well together and often cover each other instead of employing locums, so that you can see a familiar face as often as possible. Developing a good relationship with you and your family allows us to tailor your medical advice and support in a way that suits your individual needs.



Services available

All GP practices are contracted to provide Essential Services, that is, basic treatment of ill people. We also provide the following Additional and Enhanced Services:



Due to ongoing investment in our services, we offer an unparalleled array of onsite diagnostic equipment within our new state-of-the-art clinic, with the aim of reducing the inconvenience and waiting times faced by sending you to hospital for tests which can be done at the surgery. For more information about our range of services, including private fees, please visit <https://www.clarkstonmedical.co.uk/services>

Meet the Doctors



Dr Michael S Morrice
MBChB DRCOG MRCGP



Dr Craig J Masson
MBChB (Hons) DFSRH FRCGP

Dr Morrice qualified from Aberdeen University in 1983, he completed the GP Training Scheme in Dumfries before spending a year in Australia working in Casualty and GP. Having returned to Scotland he joined the practice in 1989. He is married to Anne and has 2 children, Amy and Rory, both of whom are following in his footsteps!

His interests include Eyes and ENT (having completed a 6 month job in this after returning from Australia) and joint injections. His hobbies include golf and cycling.

Dr Masson graduated with Honours from the University of Glasgow in 2002. He has interests in COPD and asthma and recently became the first GP in the UK to hold the ARTP/BTS Full Certificate in Spirometry. He also likes to keep up to date with women's health and contraceptive/reproductive services and offers selected joint injections. He takes a keen interest in the administrative activities, maintaining the practice website and Facebook page. From September 2017-July 2019 he was Clinical Director for East Renfrewshire HSCP, but relinquished this role to concentrate on the practice. In September 2020 he was elected a Fellow of the RCGP in recognition of innovation and leadership. He has a young family of his own.

Meet the Doctors



Dr Jenna Andrews
MBChB DRCOG DFSRH MRCGP



Dr Sarah Maredia
MBChB DFSRH MRCGP

Dr Andrews qualified with distinction from Glasgow in 2006 and subsequently undertook her GP training in East Renfrewshire. She then spent two formative years in Australia as a GP Principal

(partner) at a mother & baby hub, before returning to the UK. During this time she did all the specialist qualifications to become the practice lead on contraception, including coils and implants.

She joined the practice as a salaried GP in 2017 and became a partner in April 2018. Outside of work, she enjoys travelling, many different sporting activities and going to the gym. Her young daughter keeps her very busy too!

Dr Maredia graduated from Manchester in 2003 and became a fully qualified GP in 2008. She gained a wealth of experience working as a GP locum, salaried GP and GP Principal in England before relocating to Scotland in 2017. She settled in East Renfrewshire in 2018 and joined our practice that year, first covering absence, then as a salaried GP before taking on partnership in 2020.

Dr Maredia became a mum in September 2020, so is currently being kept very busy on maternity leave.

In her spare time, she loves going to the gym and has "watched everything on Netflix" !

Practice Staff

Practice Manager

Fiona Scott

Assistant

Nyree McKenna

Reception

Arline Inglis Margaret King
Kathleen Knight Lesley Findlay
Larissa Daly Letitia Toward
Karen Moore Jacqueline MacFie
Margaret Gemmell Helen Wilson

Nursing Staff

Evelyn Brown Jennifer Jackson
Joanne Lewis Gillian Buchanan-
Mackintosh

Pharmacists

Bethan Day Karen Macdonald

Advanced Practice Physiotherapist

Larissa Macdonald

Link Workers

Chloe Wilson Sean Mannion Tony Kane



Appointments

Standard appointments are intended for one major health complaint or two minor ones. If you have more to discuss, please ask for a double appointment. Home visits are strictly for housebound patients and must be requested before 11am to enable us to efficiently organise our time and workload. You may receive a phone call to discuss the request in the first instance.

Making an Appointment

First of all, check that you do need to make an appointment to see a GP – there may be a more suitable alternative for you. The East Renfrewshire Know Who To Turn To website, www.knowwhoturnto-eastren.co.uk is an excellent resource to help you find the correct source of assistance.

You can either telephone us on 0141 451 0620 between 8am and 6pm or you can use our Online Services to book an appointment from your computer or smartphone, 24 hours a day, 7 days a week.

Please note: if you turn up late for your appointment, you may be asked to reschedule to avoid inconveniencing all the other patients who are waiting.

Opening times

Monday: 8 am to 6 pm (extended hours from 7.30am and until 6.30pm)

Tuesday: 8 am to 6 pm (extended hours from 7.30am)

Wednesday: 8 am to 6 pm

Thursday: 8 am to 6 pm

Friday: 8 am to 6 pm (extended hours from 7.30am)

Saturday/ Sunday : Closed (telephone 111 for NHS 24)

How Do I...

Register with the Practice?

To make sure that our registered patients' address is aligned with the other services provided via East Renfrewshire Health and Social Care Partnership (HSCP) e.g. district nursing, treatment room, mental health services, home care services etc., we now only accept new registrations for residents of East Renfrewshire. (exception applies, of course, to new children born to or fostered/adopted by already-registered patients).

The following postcodes are covered:

G76

G77

G44 - East Renfrewshire council only

G46 - East Renfrewshire council only

If you live in Glasgow City Council you come under a different HSCP, and if you live in Lanarkshire that's an entirely different Health Board; there are inherent and avoidable difficulties in living in a different area to where you are registered, so we'd recommend that you register with a practice in your home area.

The quickest and easiest way to register is to use the **electronic form**.

All fields are required and provide us with the basic information required to request your records from the health board and immediately enrol you as a patient on our system.

After you've pressed 'submit', we'll do the rest. When you first attend in person, we'll ask you to complete some more details in writing, just the sensitive information you wouldn't want to submit online. Should you wish to get a head start on this, click here to **download a registration form** - you can still complete the electronic form to get on our system and book your first appointment. The downloadable form can be completed electronically as long as you download it. You can either hand in a hard copy or email your completed form to
[ggc\(gp49214\)suggestions@nhs.scot](mailto:ggc(gp49214)suggestions@nhs.scot)

How Do I... Use Online Services?

You can register [here](#) for your own Emis Patient Access login. This is a secure portal through which you can order your repeat prescriptions and book appointments to see a GP. If you have already registered, click [here](#) to login.

Order Prescriptions?

Online: you click on any of your repeat prescriptions listed in your Patient Access file and click on 'submit request'. There is also a blank box for you to type in the name of any other medication you wish to request.

By telephone: Phone 0141 451 0620 and select the option for prescription ordering. This will be recorded by an answer machine when we are closed.

In person: hand in the right side of your prescription to the GP Surgery, ticking the items you wish to order. Write on it any other requests.

Pharmacy: you may be able to arrange with your pharmacy for them to order on your behalf so that you don't have to remember to order your medications.

Please note that no matter the method of request, there is a turnaround time of TWO WORKING DAYS for prescriptions.

Get My Blood or X-Ray Results?

Telephone the GP surgery and select the option for getting results. If your results are back and have been viewed by the GP, the staff will pass on to you as helpful a message as possible from the GP. Please do not quiz the receptionist about what the results mean, they are not qualified to discuss this with you, or ask them to 'chase up' results as we can't influence the turnaround speed of the laboratories.

Signposting

Our staff have been actively trained in the art of signposting. This involves asking you some basic, unintrusive questions about what you require, so that they can make sure you see the best possible health professional. Click on the screenshot below to watch a short video explaining signposting in more detail.



The receptionists work from an A-Z list of complaints which we compiled for them. The content is not secret, indeed we encourage you to view it as it may prevent you wasting time calling the surgery if your needs are best served elsewhere.

Click on the image below to download a copy of the A-Z Directory.

GP, MIP (Minor Illness Practitioner), PN (Practice Nurse), TR (Treatment Room), HCA (Health Care Assistant),
PH (Pharmacist), APP (Advanced Practice Physio)

Conditions A - Z Red Flag Protocol	Red =	Who to make an appointment with (green = external)	Alternative	External Signposting / Link / Tel
Abscess (NEW)	PN	GP		
Abdominal pain (& problems)	GP			
Abrasions	TR	PN		
Allergic Reaction				
Ankle pain	PODIATRY	MSK		Podiatry 347 8909
Antidepressants	GP			
Arm Weakness				
Asthma (Acute) > 12YO	MIP	GP		
Asthma (Acute) <12yo	GP			
Asthma (Review)	PN	PH		
Back pain (new)	GP			
Back pain (chronic)	MSK	GP		
Bleeding currently				
Bleeding between periods	GP			
Blood Pressure	HCA	PH		
BP medication	PH	PN		
Breast Lump	GP			
Breast pain	GP			
Breathing Difficulties				
Burns	MINOR INJURIES	TR		MINOR INJURIES
Calf pain (No Swelling)	GP			
Calf Swelling	GP			
Cellulitis	MIP	GP		

Useful Information

What to do when we are closed

Between 6.00pm and 8.00am Monday to Friday, and 6.00pm Friday to 8.00am Monday, and on public holidays, the surgery is closed. In order to obtain medical advice at these times, please telephone 111. A receptionist in the emergency call centre will answer your call. They will either:

Arrange advice from a doctor or nurse.

Invite you to attend the centre to be seen by the doctor.

Arrange a home visit if you are too ill to attend the centre.

Transport to and from the centre is available if you cannot arrange this yourself. Please take a leaflet for further details from reception. Out of

hours cover is now the responsibility of NHS GG&C. [NHS24] If you require urgent medical attention that cannot wait until the surgery re-opens please contact NHS 24 on 111 or visit their website at

<https://www.nhs24.scot>

Self Help Advice

<https://www.clarkstonmedical.co.uk/self-help/>

Surgery News

<https://www.clarkstonmedical.co.uk/news/>

Useful Websites & Telephone Numbers

<https://www.clarkstonmedical.co.uk/useful-websites-numbers/>

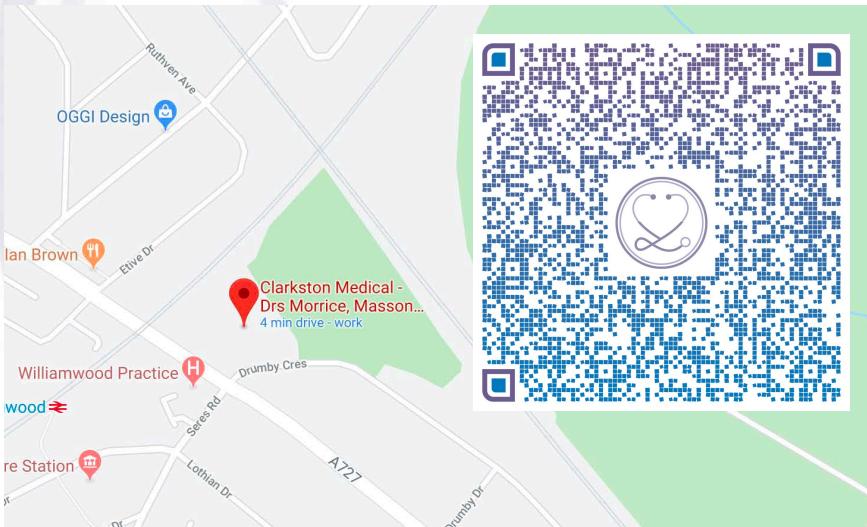
Complaints & Suggestions

<https://www.clarkstonmedical.co.uk/suggestions-and-comments/>

We are located in Eastwood Health and Care Centre, a fabulous purpose-built health centre which we took an interest in during its development, aiming to be able to provide you with first-class healthcare.



You can find us at the location indicated below - click on the QR code to open the location on Google Maps



There are over 280 car parking spaces for staff and visitors if you choose to drive. You can also reach us via the 374/ 375 SPT bus service which stops directly outside or we are a few minutes from Williamwood train station.

Clarkston Medical
Eastwood Health
and Care Centre
Drumby Crescent
Clarkston
East Renfrewshire
G76 7HN



www.clarkstonmedical.co.uk



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