Stonehaven Medical Group

Practice Leaflet

Robert Street
Stonehaven
Kincardineshire
AB39 2EL

Tel: 0345 3371160

Website - www.stonehavenmedicalgroup.scot.nhs.uk
Welcome to the Practice

Our Practice Leaflet is designed to help you and your family get the best from our Practice and make you aware of the services we offer.
Welcome to
Stonehaven Medical Centre

Dr David Michael Howard - Male - Full-Time Partner
MBChB (Aberdeen 1985) DRCOG(NZ)  FRCGP

Dr Alfred George Dossett - Male - Full-Time Partner
MBChB (Aberdeen 1987)

Dr Stuart James Reary – Male – Full-Time Partner

Dr Yuen Chong – Male – Full-Time Partner
MBChB (Dundee 1998) DRCOG, MRCGP

Dr Lynn McGurran - Female – Part-Time Partner
MBChB (Glasgow 2002) DFFP, MRCGP

Dr Claire Johnston – Female – Part-Time Partner
MBChB, MRCGP,DROCG, DFSRH, Dip Ultrasound

Dr Kirsteen Ross – Female – Part-Time Partner
MBChB (Edinburgh 2002) MRCP, MRCGP

Dr Kris McLaughlin – Male – Full-time Partner
MBChB (Aberdeen) MRCP, MRCGP

Dr Carol Blow – Female – GP
MB, FRCP, FRCGP, DRCOG DipDerm(Glas)

Dr Lindsey Clark – Female – GP Retainer
MBChB, MRCGP

MANAGEMENT
Practice Manager  Mrs Jackie Paul
Assistant Practice Manager  Mrs Linda McNab
PRACTICE HISTORY

Stonehaven Group Practice was formed in 1962 when Dr French joined with Dr Scott and Dr Hopper. Our present purpose-built medical centre was opened in 1981 and we have extended our premises considerably since then, the most recent extension being completed in 1997. The district nurses, health visitors, midwives and community psychiatric nurse occupy the community wing of the building where they hold various clinics including antenatal and baby clinics.

PARKING & ACCESSIBILITY

We have onsite parking for 31 vehicles including 4 disabled spaces. There is also a local bus which services the Practice.

OFFICE HOURS

Monday to Friday 8.30am - 6.00pm
Saturday/Sunday Closed

Out-Of Hours

Between 6.00pm and 8.00am, Monday to Thursday and 6.00pm Friday till 8.00am Monday the surgery is closed. The out-of-hours emergency service is provided by NHS 24 and GMED and can be contacted by dialing 111 (free phone number) or by telephoning the surgery number 0345 3371160 and an answering machine will give the out-of-hours number.

Staff there will either:
1) Arrange advice from a doctor or nurse
2) Invite you to attend the out-of-hours centre to be seen by a doctor
3) Arrange a home visit if you are too ill to attend the centre.

If you require a repeat prescription, routine appointment or your call does not require immediate attention please contact the surgery during normal working hours

EMERGENCIES

Life threatening situations have a priority at all times. Telephone the Practice on 0345 3371160 and if the surgery is closed an answering machine will give you the emergency contact number for the Out of Hours Emergency Service NHS 24 on 111.

IN SERIOUS EMERGENCIES DIAL 999 FOR AN AMBULANCE.
ANY DIFFICULTIES CONTACTING NHS24 DIAL 100 FOR THE OPERATOR.

CONSULTATION TIMES

Consulting hours are generally between 8.30 – 12 noon and 2.00 – 5.30pm but may vary due to other commitments.

Evening surgeries are held on a Monday and Wednesday evening on alternate weeks.
Services available from the practice team.

We have a contract with NHS Grampian to provide “essential services” – that is the basic treatment of people who are ill. The GPs and the Practice Team also provide the following “additional services”.

- Child Health Surveillance.
- Full contraceptive services including coil and Implanon insertion.
- Midwife led maternity services.
- Routine immunisations of children.
- Immunisations in relation to travel. (Some travel immunisations incur a private charge, please ask the practice nurse for details.)
- Cervical smears.
- Freezing of warts and other small skin lesions.
- Minor surgery procedures.

We also hold contracts with NHS Grampian for the following “enhanced services”.

- An annual flu immunisation programme to protect the elderly and those at risk.
- Regular monitoring of patients on specific drugs.
- Annual comprehensive reviews for patients with heart or kidney disease; hypertension and stroke.
- Annual comprehensive reviews for patients with asthma and COPD (chronic lung disease).
- Annual comprehensive reviews for patients with non-insulin dependent diabetes.

THE PRACTICE TEAM

Management
Jackie Paul, Practice Manager, looks after the day-to-day management of the practice along with Assistant Practice Manager, Linda McNab. They support the doctors and the rest of the practice team and are pleased to receive any suggestions for improving the services offered. Mrs Paul will be happy to discuss any non-medical problems or suggestions you have to make.

Reception and Secretarial Staff
We have 13 office staff who are the first point of contact with the practice and we trust you will find them friendly and helpful. Our receptionists are fully trained – they are there to help you and are acting on instructions from the doctors. Please help them by understanding the problems they face sometimes when trying to please everybody. Please be assured that any information discussed with them is kept strictly confidential.

Advanced Nurse Practitioners (ANP)
We have a team of three ANP’s – Alexis Grewar (Lead Nurse), Solna Pender and Claire Cameron. They deal with many patients who would have traditionally seen a GP. In particular they are adept at dealing acute illness and acute complications of long term conditions. They can prescribe medications and refer to clinics in the same way as a GP. They cannot issue sickliness or deal with mental health or pregnancy related problems.
**Practice Nursing Team**
The practice nursing team, Barbara Hamilton, RGN, RMN, Angela Jamieson, Joanne Grant and Julie Cromar RN’s (Practice Nurses), and Lorna Satterley and Judith Adie (Health Care Assistants) provide a full range of nursing and health promotion services within a busy practice. These include advice on weight management, diet and many other health related issues such as smoking cessation. Please telephone to make an appointment.

**THE PRIMARY HEALTH CARE TEAM** – based in the community wing of the Medical Centre.

**Community Nurses**
District nurses and health assistants work with your doctor in providing home care as required. Please contact by telephone or leave a message on answering machine. (see number at back of leaflet)

**Health Visitors**
Health visitors have specialist training in childcare and development and promotion of good health. They are here to listen, help, advise and support families in all aspects of childcare from birth to school entry and beyond. Please contact by telephone (see number at back of leaflet) or leave a message on answering machine.

**Care of The Elderly Team**
Two community staff nurses and one auxiliary nurse (all part time) are employed to look after the over 75’s with medical problems in the area. They are also in charge of the continence link and attend core team meetings at Kincardine Community Hospital to plan and co-ordinate hospital discharges in conjunction with Social Services

**Midwifery**
The team of midwives will provide care throughout your pregnancy and after your baby is born. Your midwife will plan your antenatal care with you together with your GP and appropriate maternity services. You will be invited to attend antenatal sessions to help you prepare for parenting and to meet other mums-to-be. After your baby is born you will receive midwifery care at home. The midwives can be contacted by telephone (See number at back of leaflet) or leave a message on answering machine. However if you require urgent advice at any time please contact the Labour Ward at Aberdeen Maternity Hospital.

**Community Psychiatric Nurse**
The Community Psychiatric Nurses are part of the Mental Health team and are attached to the Practice.

**Telephone Advice**
District nurses, health visitors, and midwives can be contacted for telephone advice as appropriate - Telephone numbers at back of leaflet

**Visiting Specialists.**
We also have various visiting specialists who run clinics at the surgery: - Psychologist, Psychiatrists and Counselor.
HOW TO REGISTER WITH THE PRACTICE

Please collect a registration form and a simple new patient questionnaire from the surgery. These are also available to download from the practice website. The forms enable us to assess your medical needs and allow us to provide medical care in the interim period, while your records are transferred from your previous practice to this one. We will also ask you to provide a form of identification (passport/driving license / utility bill etc). Please note you can choose to attend any of the doctors in the partnership but we do encourage you to consult one doctor for chronic problems as this ensures continuity of care. Also, if you prefer a particular type of doctor e.g. Female for a female patient, we will do our best to respect your choice. If you move out of the practice area you will need to register with a new practice as soon as you move.

HOW TO SEE THE DOCTOR FOR ROUTINE APPOINTMENTS

Consultations with your doctor are by appointment and are 10 minutes long. These can be made by telephoning the surgery.

Appointments are released at 8.30 am for patients who need to be seen that day. This is in order to improve access and meet periods of high demand.

We have early and late appointments which can be pre-booked at any time especially for patients who are working or need to plan ahead and can wait to see the doctor of their choice. These appointments can be booked up to 12 weeks in advance.

If you need to consult a doctor and feel that it can be dealt with over the telephone please ask for a telephone consultation. These consultations can be pre-booked and you will be given a specific time when the GP will telephone you. (You will be asked for a contact number)

Every day some appointments are reserved for emergencies. Requests from patients who need to be seen urgently are assessed by a duty doctor. Please telephone the surgery before 10.00am if possible if you need to be seen the same day.

We also hold a “Sit & Wait” Clinic each day from 10.30am until 12 noon. You would still be required to call the surgery and book into these appointment slots which are released if all other appointments have been booked that day. These are generally shorter appointments.

There are evening surgeries once per week rotating between a Monday and a Wednesday. These surgeries are provided in an effort to improve our service to the working/commuting section of the population of Stonehaven. If you are in this category and require an evening appointment please contact Reception or Telephone 0345 337 1160 and select option 2. These appointments can be booked in advance.

Please be aware that on occasion the receptionist may need to ask you questions about your problem in order to signpost you to the appropriate person.
Telephone Advice

The Duty Doctor triages telephone calls for patients requiring urgent medical advice. Non-urgent requests for advice are passed to the appropriate GP, who will return your telephone call when available.

Home Visits

Home visits are for patients who are assessed by the doctor as being too ill to attend the surgery. **If possible your request should be telephoned before 10.00am.** The duty doctor will speak to you to assess the urgency of your call and they will then be able to act appropriately. Remember we can see three or four people in the surgery in the time an average visit takes and there are also better facilities for examining and treating patients at the surgery.

Language difficulties

If you have difficulty communicating in English and a friend/member of your family is unable to attend with you, we do have access to an interpretation service from NHS Grampian.

Chaperone

If you are attending a GP or Practice Nurse for an intimate examination, please feel free to bring a chaperone along to the consultation with you if you would feel more comfortable doing so.

HOW TO SEE THE PRACTICE NURSE

Nurses are on duty each weekday until 5.30 and patients are seen by appointment. Our nurses will be able to help you with immunisations, dressings, removal of stitches, minor injuries, ear syringing, ECGs and blood tests etc.

Specialist Nurse Led Clinics

- Chronic Disease Clinic (Hypertension, Heart and/or Kidney Disease)
- Diabetic Clinic
- INR (Warfarin monitoring)
- Minor Operations,
- Respiratory Clinic (Asthma and Chronic lung disease)
- Skin Care (wart treatment)
- Travel Advice and Immunisations
- Well Person

Telephone Advice

Our practice nurses can be contacted by telephoning the surgery on 0345 3371160 and leaving a message with the receptionist. A nurse will return your call when available.
Cancellation of doctor or nurse appointments

If you are unable to keep your appointment please inform us as soon as possible. Appointments are in great demand and someone else could be seen in your place.

Test results

Please telephone for test results in the afternoons between 2.00pm and 5.00pm. The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate unless that person has given prior permission for the release of the results or they are not capable of understanding the results.

Repeat prescriptions

There are a number of ways to order your prescription:

Prescription re-order slips are attached to your repeat prescription and should be torn off and kept. You can tick the items you require and hand the slip in at the surgery. There is a “post box” in the main reception.

We also have Vision Online Services for requesting repeat medications electronically. Please ask for registration forms and more details at reception. There is an email to request items not on repeat. Please also add your name and date of birth to the request and send to: n.stonehavenprescriptions@nhs.net

Please allow 48 hours (two working days) for all prescriptions to be processed before collecting.

Chemist service – Re-order slips can also be handed in at any of the local chemists. However, if you are using the chemist service please allow additional time as the practice requires at least two days to process requests for prescriptions. There are usually a great many requests for prescriptions each day and the doctors will do their best to attend to your request as soon as possible. Please do not wait until you are almost out of medicine before requesting more. Telephone ordering of repeat prescriptions is discouraged thus reducing the risk of errors. The dispensing chemists in the town are Boots and Michies or you can also use the Newtonhill Pharmacy. Their telephone numbers are on the back page.

General Practitioner Registrar and Students

Our practice is a teaching practice. Our GP Registrars are fully qualified and have a great deal of hospital experience. They are attached to our practice for varying periods and often become GP Partners after completing their training. They are always encouraged to seek advice when required from the practice partners. For teaching purposes we video some consultations but only with the patients consent.

We are also fortunate enough to have medical students attached to the practice for short periods. You will be informed when you make your appointment if this is the case and we hope that you will co-operate with us and help the students to learn about General Practice. However, if you do not wish to have a student present during your consultation, please inform the receptionist prior to seeing the doctor. Your wishes will be respected and this will not affect your treatment in any way.


**Practice Development**

Along with other practices in Kincardineshire and Aberdeen, we participate in Protected Learning Time sessions which address the ongoing development of doctors, nurses and administrative staff. This means the practice will be closed on Wednesday afternoons (approximately once per month) and urgent medical attention is available through NHS 24 by calling 111 during these times. Details of times when practice will be closed for training are posted in advance on the front door.

**Private Medicals (non NHS work)**

The doctors undertake a range of medical examinations. Full details of charges are displayed in the waiting area.

**Surgery Closures**

The surgery will be closed on 8 public holidays throughout the year – 1 Monday in April, May, June and September plus 2 days at Christmas and New Year. There are also half-day closures from 1.00pm on a number of afternoons throughout the year to allow for staff training.

**Kincardine Community Hospital**

This local hospital opened in 1998. It consists of GP beds, long stay geriatric beds, and elderly mentally infirm beds. There is also a nurse led minor injury unit at the hospital and your GP can refer you to the following clinics there: -

- Physiotherapy (including back pain)
- Minor Procedures
- Gynaecology
- Antenatal
- ENT
- Occupational Therapy
- X-Ray and Ultrasound
- Ophthalmology
- Chiroprody
- Orthopaedic
- Diabetes
- Vasectomy
- Audiology
- Endoscopy
- Urology
- Dermatology
- Gynaecology
- Ophthalmology
- Audiology
- Endoscopy
- Dermatology
- ENT
- Chronic Pain

**Computers**

We are a computerised Practice and use our computer for all prescribing, patient records, recall systems, appointments, research and audit.

All information is governed by the strict laws of the Data Protection Act and the long-standing traditions of medical confidentiality.

**Disabled Access**

All facilities are on ground floor level and are accessible by wheelchair. Designated disabled parking spaces are located nearest to the surgery entrance. We have a disabled toilet, a hearing loop is in place for the hard of hearing and a wheelchair can be made available if necessary.
Confidentiality/Data Protection

If you wish to speak to a member of staff in private the receptionist will arrange for someone to speak to you away from the Reception Desk.

Everyone in the Health Centre is bound by strict rules of confidentiality. We do not allow unauthorised access to information in our medical records or our computer system.

In order to fully comply with the data protection act 1998 (DPA98), we need to make sure that our patients are aware of how we handle their medical records, both as paper files and electronic databases. Please read the following in order to better understand how we use medical information.

Medical Files

Doctors need to keep notes about any diagnosis, test results, treatments, including drugs prescriptions, etc. to provide better healthcare in the future, and also in case of legal dispute. These notes are in the form of paper files and also electronic records which are more flexible and easily found, but raise new issues of security and confidentiality. Nurses and other health professionals may also need access to these records, and will add their own notes as part of the overall healthcare provision. Secretaries, receptionists and other clerical staff will need access to some of the records in order to do administrative tasks, such as booking appointments and communicating with patients and other parts of the NHS. Many patients would not be aware of this.

We provide information by law (e.g. the Communicable Diseases Act 1978 – to prevent the outbreak of certain highly contagious diseases) to protect patients and the public at large.

How we protect the information

The sensitivity of patient information should be well understood within the NHS. All staff and contractors are trained to understand their duty of confidentiality to patients, and have this written in their contracts. We keep paper and electronic records securely to prevent unauthorised access or misuse.

Wherever practicable, we also remove references to personal details such as name and address, and often restrict it further to reduce the chances of anyone identifying a record as relating to an individual.

Staff relatives and friends.

We have the ability to limit access to individual medical records. This means that only the doctor or approved staff can access your medical information. Please discuss this with the doctor.
Activity and accounting information

In order to manage the NHS, information concerning treatments, drugs prescribed, numbers of patients seen, etc. is needed, and hospitals and general practices provide this information in returns to various central bodies. Such information normally has personal detail such as name and address removed wherever possible. These returns are checked against patient files to prevent fraud as part of the NHS’s statutory obligations. NHS fraud Office will contact patients to get their consent before records are checked.

Medical Research

Some medical research will involve patients directly (especially if taking part in clinical trials) when the circumstances will be full explained, and the patients express consent required. If they do not consent, then they will not be included in the trial. Other research only requires access to medical statistics, and can greatly improve our understanding of health, and how to treat patients more effectively. Generally, researchers only need information about groups of people, so that no individual information is apparent. In some cases, they need individual records, but wherever possible these are provided in an “anonymised” form (so individuals cannot be identified).

If researchers need access to individual medical files, then we will contact patients first for their consent (and before this the researchers must present their case before an ethics committee to check that their research is appropriate and worthwhile). Rarely, it may not be practicable (or even possible) to contact individuals for their consent, in which case the researchers must make their case before a Confidentiality Committee to show that there is enough benefit to the public at large to justify this.

Managing the data

We need to move electronic information between systems, extracting the data and modifying it for the next system. Occasionally, tests will need to be made on the data to check that it has been transferred correctly. This will only be done under carefully controlled confidentiality.

Other Agencies

The NHS is not the only government service to provide care, e.g. Social Services, and it will be necessary for us to provide other agencies with appropriate information, but only with patients’ express consent (or that of their relatives if the patient is too ill).
YOUR RIGHTS AND RESPONSIBILITIES – Patients Charter

As Doctors, we aim to provide you with safe and up to date medical care, honest and realistic advice and a friendly, efficient service. We ask you as patients, to use our services responsibly and respect our staff and premises.

Your rights

Confidentiality from all members of staff at all times.
Telephone calls answered as promptly as possible.
An appointment will be given with one of the doctors on the same day if you are acutely ill.
An explanation given if you have to wait for more than 30 minutes after your appointment time.
Repeat prescriptions to be ready in 48 hours (excluding weekends)
Prompt investigation of any complaint made.

Your responsibilities

To treat our staff with courtesy at all times.
Not to request a home visit when you are capable of attending the surgery.
Not to call doctors out, when the surgery has closed, for minor illness that could reasonably wait until the surgery re-opens.
To cancel appointments as soon as possible if you find you cannot attend.

Violence statement

Zero tolerance policy – The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures.
The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient or who damages property.
All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

Suggestions or Complaints

We make every effort to give the best service possible to every one who attends our practice. However, we are aware that sometimes things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this were so, we would wish for the matter to be resolved as quickly, and amicably, as possible. Simply contact the Practice Manager and she will set all the necessary wheels in motion.

The practice complaints policy is outlined in a leaflet which is available on request.

We are continually striving to improve our service. Any helpful suggestions would be much appreciated and a suggestion box is located in the reception area.
SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

**Back Pain** - Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. As is often the case the pain will be caused by muscle injury or posture - be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Most cases improve spontaneously and gentle movement is not harmful and can aid recovery. Take aspirin or paracetamol which will not only relieve the pain but will help relieve inflammation. Your doctor may well prescribe further medication, or refer to physiotherapy.

**Burns** - Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken contact the nurse.

**Colds** - Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

**Diarrhoea And Gastroenteritis** - In adults, diarrhoea is usually caused by a viral infection and therefore cannot be treated directly. Symptoms often resolve by stopping food and drinking clear fluids only for 12-24 hours. The symptoms can also be eased by medicines containing codeine or loperamide from the chemist. Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in babies and young children can be more serious. Stopping solid feeds for 12-24 hours is advised and the best treatment is oral rehydration fluid, e.g. Dioralyte or Rehidrat. Serious signs of dehydration are: dry mouth and eyes; sunken fontanelle (soft spot); poor urine output; baby looks pale and lifeless; skin does not spring back if pinched. If any of these are present, seek further advice.

**Stomachache** - Most attacks are not serious and are usually caused by indigestion, wind or constipation. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts longer than eight hours or increases in intensity you should consult your doctor.

**Sprains** - Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

**Nosebleeds** - Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. If the symptoms persist, consult your doctor.

If a single nosebleed lasts more than 20 minutes contact the doctor.

**Minor Cuts And Grazes** - Wash the wound thoroughly with water. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about 5 minutes. Cover with a clean dry dressing.
Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses. Keep them in a box or cupboard with a lock - or store them well out of the reach of children.

**Soluble Aspirin Tablets** - For adults and older children. Good for headaches, colds, sore throats and painful bruises.

**Paracetamol or Ibuprofen Mixture** - For relief of pain or fever in young children.

**Sedative Cough Linctus** - For dry or painful coughs - but not coughs caused by common colds.

**Menthol Crystals** - Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

**Vapour Rub** - Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

**Ephedrine Nose Drops** - For runny noses in children over one year old. Use before meals and at night but not for more than four days.

**Antiseptic Solution** - One teaspoon diluted in warm water for cleaning cuts and grazes.

**Antiseptic Cream** - For treating septic spots, sores in the nose and grazes.

**Calamine Lotion** - For dabbing (not rubbing) on insect bites and stings and sunburn.

**Dressing Strips** - For minor cuts.

**3" Wide Crepe Bandage** - To keep dressings in place. To support sprained or bruised joints.

**Cotton Wool** - For cleaning cuts and grazes.

**Tweezers** - For removing splinters.

Remember that your local chemist can give you advice about medicines.
Contacting our local Health Board

Practitioner Services Department
Grampian Health Board
Bridge View
1 North Esplanade West
Aberdeen
AB11 5QF

USEFUL TELEPHONE NUMBERS

District Nurses 01569 768148
Health Visitors 01569 768155
Midwives 01569 768153
Michies Chemist 01569 762298
Boots Chemist 01569 762159
Newtonhill Pharmacy 01569 739197
Social Work Department 01569 763800
Council Offices 01569 762001

Funeral Directors:-
J McDonald 01569 763283
McIntosh Steven 01569 762636
Stonehaven Funeral Directors 01569 763222

Red Cross 01569 764937
Kincardine Community Hospital 01569 765150
Aberdeen Royal Infirmary 0345 456 6000
Citizens Advice Bureau 01569 766578

USEFUL WEBSITES

Official Bodies
Scottish Health on The Web http://www.show.scot.nhs.uk
NHS Direct http://www.nhsdirect.nhs.uk
Health Education Board Scotland http://www.hebs.scot.nhs.uk

Non-Official Sites
Patient Information Directory http://www.patient.co.uk
Health A To Z http://www.healthatoz.com
Medisearch http://www.medisearch.co.uk
UK Health Centre http://www.healthcentre.org.uk