All medicines should be kept in a locked box or cupboard and kept out of the reach of children.

The guide below gives an indication of the geographic area the Practice covers.
**Historical Account**

It is believed that Princess Margaret passed through Rosyth on her way to Dunfermline to meet and marry Malcolm III (Malcolm Canmore 1058-1093). Yet the name Rosyth in various forms and spellings goes back at least to the early twelfth century when the church of Rosyth is mentioned in documents by Pope Alexander III.

In 1903 the government decided to establish a naval base on the Forth at Rosyth and building began on the dockyard in 1909. The original plans for the naval base envisaged a substantial new community of some 30,000 people but Dunfermline Town Council perhaps seeing this development as a potential rival which might usurp its importance extended its burgh boundaries southwards to incorporate the Rosyth area.

As work on the dockyard progressed temporary housing was built in the form of a village of huts known as ‘Tin Town’. Later when the Garden City Movement was to the fore plans were set to establish planned communities living in cottage type dwellings with open spaces, gardens and protected green belts. The first houses built were in the triangle formed by Admiralty Road, Queensferry Road and Backmarch Road. Prior to the streets being given names they were given alphanumerical codes.

Until the building of the Royal Naval Dockyard at Rosyth and the development of Rosyth Garden City it is assumed that the medical needs of the people of Rosyth area, essentially the farms of Primrose, Hilton, Castlandhill and Backmarch, were served by physicians from Dunfermline, Inverkeithing and Charlestown.

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**Hypertension Clinic**

The Practice Nurse runs this twice weekly clinic for Patients who suffer from raised blood pressure and aims to ensure that lifestyle advice is given and that prescribed medication is effective.

**Flu Immunisation**

Annual Influenza Immunisation is recommended for all Patients over 65 Years and for those in an “at risk category”. Details of immunisation clinics will be available from reception from October.

**Non NHS Services**

The following services are not provided under the NHS and will incur a charge:

- Reports & medicals for Insurance, Legal & Employment purposes.
- Private Medical Certificates
- DNA testing

**Health Promotion**

We encourage all of our Patients to share the responsibility for their health, both in preventing illness and treating existing diseases. Please feel free to discuss any health issues and ask for general advice. We strongly encourage those Patients aged 75 or over as well as those Patients who have not attended the surgery in the last 3 years to attend regularly for check ups to ensure optimum health and well-being.

**Suggested Items For The Family Medicine Cabinet**

- Antiseptic cream for cuts and grazes
- Calamine Lotion for insect bites, stings and sunburn
- Cotton wool for cleaning cuts and grazes
- Crepe bandage for sprains
- Sterile plasters for cuts
- Paracetamol or Calpol for headaches, aches, pains or fever
- Thermometer to check for temperature
- Tweezers to remove foreign bodies such as splinters.
OTHER SERVICES

Nurse Led Minor Illness Clinic

The Nurse Practitioner runs a daily minor illness clinic for Patients who do not require to be seen by a Doctor. Where necessary, appropriate Patients will be discussed with a Doctor. These appointments are made on the same day and are not pre-bookable.

Travel Immunisations

Requests for advice on travel immunisations must be made to the Practice at least 6 weeks before your intended journey. Forms are available from Reception for this purpose. A fee may be payable for some vaccinations – details are available from reception. Some foreign immunisations are unavailable at the Practice and you will be directed to a specialist Travel Clinic for the administration of these.

Asthma/ COPD Clinic

This clinic is held weekly and is run by the Nurse Practitioner. Patients are reviewed on a regular basis to assess control and management of the condition.

Diabetic Clinic

This Nurse led clinic aims to manage those Patients who are non-insulin dependant diabetics and runs twice weekly. In addition a combined clinic is held on a monthly basis and allows for Dietary and Podiatry assessment. Patients are reviewed on a regular basis to assess control and management of the condition.

Well Person Checks

These are carried out by the Practice Nursing team and appointments can be made without seeing a GP. For women due cervical screening you will be contacted on a regular basis to invite you for this test. This is a painless procedure and one that is vital for women’s health. Results of the test are sent direct to the Patient’s home address within 4 weeks.

The earliest records of General Practitioners working in Rosyth refer to:

Dr J.L Nisbet  1922
Dr Charles Irvine Jones  1935 practised from Backmarch Farm
Dr Hugh Richmond  1939
Dr Robert Currie  1944
Dr Helen Brown  1970 practised from Queens Buildings. These premises later became a video rental store and more recently a tanning salon.

Dr Maurice J McKee joined Dr Brown in the late 1970’s.
Dr John Chalmers joined Dr McKee in 1979 when Dr Brown moved to Edinburgh. At this time Drs Chalmers and McKee took over the Inverkeithing practice of Dr David Smith in a shop unit in Church Street, Inverkeithing.

A branch surgery was opened in the early 1980’s in Forth Families Club in the naval married quarters area to serve the increasing numbers of wives and dependent children of naval service personnel. In 1982 Dr Kenneth Macaulay joined Drs Chalmers and McKee.

In October 1983 the practice moved to Rosyth Health Centre in Park Road to occupy one wing of purpose built premises owned by Fife Health Board and the practice is based there today, the branch surgeries having been closed.

Dr Suzanne K Mackay joined in 1997 on Dr McKee’s retiral.
Dr Martyn Clayton joined the practice in 2004.
Dr Zoe Stevenson joined the practice in 2010 on Dr Chalmers’ retiral.

The Practice holds a contract with NHS Fife to provide General Medical Services for Patients on its list. Contact details from which information regarding Primary medical services may be obtained is as follows:

NHS Fife
Primary Care Department
Cameron House
Cameron Bridge
Leven
KY8 5RG  Telephone: 01592-712812
The Doctors

Dr Kenneth E C Macaulay  MPhil. M.B., Ch.B.  

Dr Suzanne K Mackay  M.B., Ch.B., (Aberdeen 1992)  

Dr Martyn K Clayton  B.Sc., M.B., Ch.B.,  
Manchester 1987)

Dr Zoe L Stevenson  M.B.ChB. (Leeds 1999),  
M.R.C.G.P..

Dr Joanne Mills  M.B.ChB. (Edinburgh 2002)  

Practice Opening Hours

Monday – Friday  8.00 am – 5.30pm

District Nurses

The Practice has three attached District Nursing Staff – Audrey Mair,  
Jamey McConnell & Suzanne Roslender. They provide nursing care  
for Patients who are housebound or recently discharged from  
hospital. They are supported by Catherine Dignan, Social Work  
Carer.

Health Visitors

There is one Health Visitor attached to the Practice – Mandy Kerr.  
Mandy is supported by a Community Staff Nurse and Dhana Dinolfi,  
Clinical Support Worker. The Health Visiting team is involved in the  
promotion of health and the early detection of ill health. They are  
available to visit any member of the community especially families,  
the elderly and those with a disability. In addition they run a baby  
clinic, parent and baby group, baby massage class & childhood  
immunisations clinics.

You can also access the following healthcare workers at the  
surgery by contacting Reception:-

- Carer Support Worker  Supports those in a caring role  
  Clinic held once a week
- Community Midwives  Clinic held twice a week
- Stop Smoking Specialist  Warfarin clinics held weekly
- Community Pharmacists
- Podiatrist  You may self refer by  
  completing a referral form which may be obtained from  
  Reception.
- Health Visitor  Baby and immunisation clinics  
  held weekly
- Psychologists  A number of Psychologists  
  hold weekly clinics
Medical/ Nursing Students

The Practice is involved with Undergraduate Medical and Nurse Student education. Consequently your consultation may involve contact with a Medical/ Nurse Student. However, this would not be done without first of all seeking your permission.

Practice Manager

The Practice Manager is responsible for the day to day smooth running of the Practice. If you have any ideas which you feel would improve and/or add to our services, she would be happy to hear from you. She is also the first point of contact if you have a complaint or a general enquiry with administrative or non medical aspects of your care.

Practice Staff

There is currently an administrative and reception staff of thirteen who are all bound by the same rules of confidentiality as the Doctors. They will assist you in making appointments, undertaking repeat prescriptions, queries regarding private medical reports and hospital referrals etc.

Practice Nursing Staff

The Practice employs 3 nursing staff who carry out a range of Nursing Duties including: taking blood, dressings and wound management, cervical smears, immunisations. You can have an appointment to see a Nurse without reference to a GP but the Nurse may need to consult a Doctor about your problem if your medical condition requires it. Appointments are made via Reception. In addition our Nursing staff run a number of Disease Management clinics. The Nurse Practitioner who operates morning triage will prioritise emergency appointment requests between 8.00am and 10.00am.

Phlebotomist

The Practice has a Phlebotomist available at designated times who will take blood when requested. Appointments are made via Reception.

Useful Contact Telephone Numbers

Surgery 01383 418931
Fax Number 01383 419007
NHS 24 Freefone 111
District Nurses 01383 416181
Health Visitors 01383 416181

Registering with the Practice

We accept all applications to register with the Practice from Patients who reside within the defined Practice boundary. Details of the boundary area are located at the end of this booklet. To register with the Practice either hand in your NHS medical card or complete a registration form at Reception. Registration forms are also available online by visiting the Practice website at www.parkroad.gpsurgery.net. At the time of registering you will also be asked to complete a short health questionnaire which will provide invaluable information to assist in your ongoing healthcare management. Please complete as much detail as possible. Since April 2004 all patients are registered with the Practice and not an individual GP. You are however entitled to express your preference of Practitioner you wish to see when requesting an appointment.

Appointments

All surgery consultations are by appointment only and routine appointments will be given at the first available time. To make an appointment please contact Reception who will be happy to help you. Please note, the Receptionist may need to ask further details regarding your medical condition in order to deal with your request appropriately. In order to keep each surgery running on time it does help to present the Doctor with only one problem at each consultation. We do try to keep to time with our appointments but delays on occasions are unavoidable. We will always aim to keep you informed should this occur. If after making an appointment you find you are unable to attend please notify the surgery as soon as possible by telephoning 01381-418931.
Appointments which can be dealt with by other Health professionals

- Any **DENTAL** problems should be directed to a dentist in the first instance. If you are not registered with a Dentist at the present time please contact the **Emergency Dental helpline** on **01592-740230**.
- Any **EYE** related conditions should in the first instance be directed to an Optometrist.
- The Health Visiting team will be able to provide assistance in the first instance on issues such as head lice, nappy rash, child development issues and immunisation queries. They can be contacted on **01383-416181**.

**Emergency Doctor Appointments**

Every day between 8.00am and 6.00pm, one Doctor will be available as the Duty Doctor to deal with requests for emergency appointments, house calls or general advice. The Duty Doctor will see Patients on the same day to deal with medical conditions requiring attention the same day. Due to the nature of this surgery the Duty Doctor may be called out of the Practice to deal with an emergency. We will always keep you informed should this occur. Calls to the Duty Doctor for advice can be made between 9.00 & 10.00am, 2.00 & 3.00pm and from 5.00pm

**Home Visits**

Patients whose medical condition prevents them attending the Surgery can be visited at home. Patients who require a Home Visit are asked to call the surgery before 10.00am on **01383-418931**. All emergency Home Visit requests will be dealt with by the Duty Doctor.

**Triage System**

On a Monday to Friday basis the Practice operates a telephone triage system between 8.00am & 10.00am where all requests for same day appointments are dealt with by the Nurse Practitioner. Requests for same day appointments should be made by 10.00am. At this telephone consultation the Nurse Practitioner will decide if it is appropriate for you to attend her Minor Illness clinic or instead to be

**Patient Responsibilities**

As a Patient of the Practice you have a responsibility to ensure that the information you provide at all times is up to date and accurate in order that we may provide you with the best health care possible. In addition it is your responsibility to be aware of, and adhere to systems the Practice has in place to ensure the best management of the Practice population as a whole. This includes ensuring you attend promptly for any booked appointments and notifying us when you are unable to attend. This is achieved by reference to notices in the waiting area, the Practice leaflet and the Practice website.

**Data Protection**

The staff at this Practice records information about you and your health so that you can receive the right care and treatment. We need to record this information together with the details of the care you receive, because it may be needed if we need to see you again. We may use some of this information for other reasons, such as to help us to protect the health of the general public, to plan for the future, staff training or health research for the benefit of everyone. We are currently involved in research studies for which we provide anonymised information from patients’ notes. You cannot be identified from this information as none of your personal details are given to researchers. Nor is information about your GP or Practice name and address provided. The database to which we contribute this data is known as The Health improvement Network – THIN. If you have any concerns about how information about your health is used within the Practice please discuss these with your Doctor or the Practice Manager. An information leaflet “Confidentiality – it’s your right” can be found at [www.show.scot.nhs.uk/healthrights](http://www.show.scot.nhs.uk/healthrights).

The Access to Health Records Act 2000, gives people the right to see all information kept about them by any organisation and Patients are now able to view their health records from birth. Any such requests should be made in writing to your GP and charges may be made for photocopies up to a maximum of £50. An information leaflet for Patients on “How to see your medical records” can be found at [www.show.scot.nhs.uk/healthrights](http://www.show.scot.nhs.uk/healthrights).
when this is not possible. Anyone making a complaint will be kept fully informed as to the progress of their complaint.

Complaining on behalf of someone else

For reasons of patient confidentiality we are unable to divulge any information regarding another patient. If you are unable to complain yourself someone else can do this for you but only with your written permission.

Useful contacts

NHS Fife
Primary Care Organisation Complaints Officer
Hayfield House
Hayfield Road
Kirkcaldy
Fife, KY2 5AH  Telephone: 01592 648153
Email: patientrelations.fife@nhs.net

The Scottish Public Services Ombudsman

SPSO
Freepost EH641
Edinburgh
EH3 0BR  Telephone: 0800 377 7330
Email: ask@spso.org.uk
Website: www.spso.org.uk

Violent and Abusive Conduct

The wellbeing, health and safety of all Practice employees are of paramount importance. In order to protect both Staff and Patients the following inappropriate behaviour will not be tolerated and may ultimately lead to the Patient being removed from the Practice List: swearing, threatening or abusive behaviour, drunkenness, verbal or physical abuse of any kind. All acts of criminal aggression/ violence will be notified to the local Police and where necessary the offender will be removed from the Premises.

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Emergency Treatment out of Hours

The surgery is open between the hours of 8.00am and 6.00pm Monday to Friday. Outwith these times emergency care is available through the Primary Care Emergency Service – NHS 24 on Freefone 111. Further information on NHS 24 is available from the website www.nhs24.com. Additional details of how to contact this service are detailed on the surgery telephone system outwith surgery hours.

The Partners Consulting times are as follows:-

Dr Macaulay  Mon, Tues, Wed
Dr Mackay  Mon, Tues, Thurs, Fri
Dr Clayton  Mon, Tues am, Wed, Thurs, Fri
Dr Stevenson  Mon, Tues, Wed am, Thurs

Dr Mills consults on a Wednesday and a Friday all day.

Repeat Prescriptions

Repeat prescriptions are available to patients who the Doctors wish to take medication on a regular basis. The information is held on computer and is closely monitored. To request repeat prescriptions you can do one of the following:-

- Post your request in the box in Reception
- Fax your request on 01383 419007
- By posting to the Surgery
- By e-mail via practice website – www.parkroad.gpsurgery.net and clicking on the link to repeat prescriptions.

Please allow 2 working days/ 48 hours before collection.

Please note – The following information must be provided when requesting a repeat prescription
• Patients name and date of birth
• Name of medication (as per prescription provided) and quantity required

Many of the local pharmacies now offer a collection service for prescriptions. Details are available from the Pharmacies.

If you would like another person to collect your prescription for you, please ask them to bring your written consent with them as they will be unable to collect the prescription without this.

Patients who require repeat medication will require to be monitored, by a form of testing—usually blood testing, BP monitoring or breathing testing. It is the Patient’s responsibility to ensure they comply with all such monitoring requests. Patients who fail to comply will have their repeat medications reduced on a planned basis to encourage compliance with monitoring.

Test Results

Test results are available from 3pm Monday to Friday by telephoning Reception on 01383-418931. To maintain Patient Confidentiality we require your written authorisation should you require your test results be disclosed to anyone other than yourself.

Fit Notes (Previously known as Medical Certificates)

Fit notes are only required after being continuously off work for more than 7 days. Absences of up to 3 days require no certificate and absences of 3 – 6 days require a “self certificate” which you can obtain from your employer. 2 working days/48 hours notice is required from requesting a continuing fit note.

Premises

The Surgery is situated within the Health Centre located on Park Road. Car parking is available to the side and rear of the Centre and on Park Road itself within the designated areas. When parking your vehicle please ensure you are not blocking access to any residents in the street or to any individuals attending the Centre. Access to the Health Centre is via automatic sliding doors. Disabled toilet facilities are available as are baby changing facilities. A portable hearing loop is available for those Patients who are hearing impaired.

Comments and Suggestions

The Practice welcomes views and comments on the services it provides. If you have a comment or suggestion that you think would improve our services, please complete the Comments/Suggestions slip found in the GP waiting area and then post it in the box provided.

Complaints

It is hoped that most problems can be resolved quickly, often at the time they arise, by discussing it with the person concerned. If your problem cannot be resolved in this way and you wish to formally complain you should contact the Practice Manager as soon as possible in order that your complaint can be fully investigated.

You can make your complaint in writing or in person. Letters of complaint should be addressed to:

Mrs Nicola Gilmore
Practice Manager

Alternatively, the Practice Manager will be pleased to meet with you to note your concerns but she will be unable to answer any queries directly concerned with clinical care. She can however raise the matter with the clinician concerned on your behalf.

Usually the NHS will only investigate complaints that are either

- Made within 6 months of the event
- Made within 6 months of discovering that you have a problem provided that it is within 12 months of the incident

Complaints will be acknowledged within 2 working days of receipt in the Practice. The Practice Manager will then conduct a full investigation of the complaint. The Practice aims to respond to all complaints within 20 working days although there may be occasion