
RAVENSWOOD SURGERY



Thomson Avenue, Johnstone PA5 8SN



01505 331979



01505 323444



lesleystewart@nhs.net



www.ravenswoodsurgery.com

INTRODUCTION TO RAVENSWOOD SURGERY

WELCOME TO THE PRACTICE.

We hold a general medical services (GMS) contract with Greater Glasgow and Clyde Health Board.

Details of this contract are available from our practice manager - *Mrs. Lesley Stewart*.

Our practice covers: *Johnstone, Linwood, Elderslie, West Paisley, Houston, Bridge of Weir, Brookfield, Howwood, Kilbarchan, Kilmacalm* and *Lochwinnoch* which takes in post codes: PA3, PA5, PA6, PA10, PA11 and PA12.

This booklet describes the services we offer and introduces you to some of the staff involved. Please keep it safe and use it to refer to. We are a highly computerised practice. Our computers help a great deal in improving and maintaining our patient care. All information on them is totally confidential in the same way as the information in your medical records.

THE DOCTORS

Dr Andrew Wright	MB ChB (Glasgow) 1984 MRCGP DRCOG
Dr Martin Innes	MB ChB (Aberdeen) 1983 MF Hon
Dr Christine Jones	MB ChB (Glasgow) 1985 DFFP
Dr Barbara Biggart	BSc MB ChB (Edinburgh) 1979 FP Cert MSc Sports Medicine

RETAINEE GP

Dr Rachna Sharma	MBBS, India, ALS, DFFP
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Our GPs do not speak a foreign language, however an interpreting service can be arranged through Interpreter Services (a list of various telephone numbers is available at the reception desk)

Dr Biggart and Dr Jones share one full-time position as general practitioner between them. One or another of them is available every day.

Maternity Medical Services are provided by all four GPs.

Child Health Surveillance is provided by Dr Innes on a Tuesday afternoon.

LOCUM DOCTORS

From time to time, during holidays and sickness, we employ the services of a locum GP who is a fully qualified general practitioner. Our receptionists will advise you at the time of making your appointment that we have a locum doctor standing in for one of our GPs. For continuity, we try at all times to book locum doctors who are familiar with the surgery and who have carried out sessions at **Ravenswood Surgery** on previous occasions.

OUR DOCTORS PROVIDE

General Medical Care	Post Natal Care	Family Planning
Immunisations	Child Assessments	No Smoking Clinic
Diabetic Clinic	Homeopathy	COPD Clinic
Epilepsy Clinic	Well Woman Clinic	Chronic Heart Disease Clinic
Hypnosis	Weight Clinic	Travel Vaccinations

If you would like more information about these clinics, speak to one of our receptionists.

PRACTICE NURSING TEAM

We now have three members of our nursing team who each carry out various clinical procedures. If you are at all unsure whom you should be making an appointment with, please ask one of our receptionists who will direct you to the correct nurse.

PRACTICE NURSE

Sister Anne Gillanders RGN SCM FP Asthma Diploma, Diabetic Diploma

Sister is available at **Ravenswood Surgery** on the following days by appointment only. Some procedures may require more than a 10 minute appointment - if in doubt, please ask one of our receptionists.

Monday	8.30am - 1.00pm	1.50 - 5.50pm
Tuesday	8.30am - 1.00pm	1.50 - 4.50pm
Wednesday	8.30am - 1.30pm	
Thursday	8.30am - 1.00pm	1.50 - 5.50pm
Friday	8.30am - 1.00pm	1.50 - 3.00pm

Sister Gillanders carries out routine smear tests, runs a diabetic clinic every two weeks, chronic heart disease monitoring, an asthma clinic, well woman clinic, ECGs, 24-hour blood pressure monitoring, weight clinic, as well as giving travel advice and vaccinations.

Sister can be contacted on main telephone number 01505 331979.

If you are unaware of the procedure you require, please advise our receptionists and an appointment will be made with the appropriate staff in the surgery.

IF YOU REQUIRE BLOODS TO BE TAKEN, IT WOULD BE MOST APPRECIATED IF YOU MAKE YOUR APPOINTMENT WITH OUR FULLY TRAINED HEALTHCARE ASSISTANT AND NOT SISTER GILLANDERS OR SISTER McLAREN.

PRACTICE NURSE

Sister McLaren

RGN FP Asthma Diploma; and she can be contacted on main telephone number 01505 331979.

Sister McLaren is available at **Ravenswood Surgery** on the following days:

Monday	9.00am - 1.00pm	1.30 - 5.30pm
Tuesday	11.00am - 3.00pm	
Thursday	9.00am - 1.00pm	

Sister McLaren carries out our hypertension clinic, asthma reviews, routine smear tests, blood pressure checks, ECGs, weights, taking blood samples, dressings, flu injections, contraceptive injections, new patient registrations, stitch removal and certain immunisations. Again, if you are at all uncertain about which nurse to see in the practice, please ask one of our receptionists.

HEALTHCARE ASSISTANT

Our *Healthcare Assistant*, **Sharon McNally**, is available at **Ravenswood Surgery** on the following mornings for taking blood samples.

Monday	8.30 am - 1.30 pm
Tuesday	8.30 am - 1.00 pm
Wednesday	8.30 am - 1.00 pm
Friday	8.30 am - 1.00 pm

Should you require bloods to be taken, please make an appointment with our Healthcare Assistant and not our Practice Nurses as they will now be concentrating more of their time setting up and running various clinics within the surgery. We also have the services of an LHCC phlebotomist on a Wednesday morning. Our Healthcare Assistant is now trained to carry out other medical services such as new patient registration, blood pressure checks, stitch removal, height and weights and ECG's.

STUDENT NURSES

Nursing students attend the practice from time to time. We hope that you will co-operate with us and help the students to learn about general practice. However, you will be informed of their presence in advance, and if you do not want them to be present at a consultation, your wishes will be respected. This will not affect your treatment in any way.

PRACTICE STAFF

- ◆ **Practice Manager :** Lesley Stewart
- ◆ **Secretary :** Joan Quinn
- ◆ **Computer Operator:** Loraine Barrowman
- ◆ **Receptionists:** Linda Carson, Phoebe Robertson, Kay Baillie, Michelle Beacom

Our staffs are here to help you. Their job is to liaise between you, the patient, and the doctors. This is an extremely demanding job, so please be patient with our reception team, and they're here to do their best for you.

Community Nursing Team

HEALTH VISITORS

The health visitors help to care for children mainly under the age of five. They are able to give advice on all aspects of childcare including breast and bottle feeding, weaning, diet, sleep problems, behaviour management and minor childhood illnesses.

Dr. Martin Innes carries out Child Health Surveillance Clinics on a Tuesday afternoon every fortnight.

The health visitor runs the following clinic based at **Ravenswood Surgery**:

Child Immunisation Clinic; Every Wednesday afternoon 2.00 pm - 4.00 pm

Other Clinics based at West Johnstone Family Centre are:

Baby Massage Class (FOC) Every Friday afternoon 1.30 - 2.30pm

Breast Feeding Club Every Monday afternoon 12.30 - 2.00pm

In order to provide seamless service, the health visitors can be contacted directly on **01505 821307**.

DISTRICT NURSES

Pauline McNeary:	Community Nursing Sister RGN DDN Specialist Practitioner (District Nursing) NP
Pauline Welsh:	Community Staff Nurse
Janice McDonald :	Community Nursing Assistant NNEB DSCH

The community nursing team, led by **Sister McNeary**, provides nursing care and advice to patients in their own homes when they are too unwell to attend the surgery. This may involve taking blood samples, wound care, suture removal, injections, diabetic, hypertension and coronary heart disease screening, continence assessment and advice, catheter management, stoma care and advice, equipment loan, palliative and terminal care.

They work closely with the practice staff and liaise with other agencies e.g. social work department, to ensure that patients receive a high standard of care. They can be contacted between the hours of 8.30am and 4.30pm at **Johnstone Health Centre** on the following numbers: **01505 320278 / 821319** (Monday to Friday) or a message may be left on **01505 821320** available seven days.

COMMUNITY MIDWIVES

In conjunction with one of the community midwives from Paisley Maternity Hospital, our antenatal clinic is held on a Thursday afternoon between 1.30 and 3.30pm.

SURGERY HOURS

The reception desk is open from Monday to Friday 8.30am - 6.00pm. So that we may carry out training for our staff, the surgery will be closed every **Thursday between 12.30 and 1.30pm**. It would be very much appreciated if patients could take a note of this and refrain from coming down to the surgery to collect prescriptions on a Thursday. Again, if you need a doctor in an emergency only, please telephone the main surgery number and the telephone number of the doctor on call will be available.

CONSULTATION TIMES

Monday -	8.30 - 11.00am	10.30am - 12.30pm (triage)	1.00 - 3.00pm	3.00 - 5.30pm
Tuesday -	8.30 - 11.00am	10.30am - 12.30pm (triage)	2.00 - 4.30pm	3.00 - 5.30pm
Wednesday -	8.30 - 11.00am	10.30am - 12.30pm (triage)	2.00 - 4.00pm	3.00 - 5.30pm
Thursday -	9.30 - 11.30am	10.00am - 12 noon (triage)	2.00 - 4.30pm	3.00 - 5.30pm
Friday -	8.30 - 11.00am	10.30am - 12.30pm (triage)	1.00 - 3.00pm	3.00 - 5.30pm

The Practice has introduced some early morning surgeries on a Tuesday and late surgeries in the evening on a Tuesday and Thursday. Appointments for these surgeries are limited and must be pre-booked. These surgeries are not for a named GP, therefore, you will see whichever GP is available on that day. Failure to attend a pre-booked early morning or late evening appointment will result in the facility being withdrawn for the patient.

APPOINTMENTS

Ravenswood Surgery operates an appointment system for all services provided by clinical staff. Routine appointments for both GPs and nurses are allocated 10 minutes - some procedures may require a longer appointment; please speak to one of our reception staff should you feel the nature of your problem requires additional time with your GP or nurse. Our emergency triaging surgery which operates Monday to Friday offers eight minute appointments.

ROUTINE APPOINTMENTS

Appointments can be made at the desk or by telephone. You may see any of the doctors, but please try to see the same doctor for a continuing problem or illness so that he or she knows the treatment you have been given and what progress you are making. The receptionist will try and give you a convenient appointment with a doctor of your choice. If she cannot do this, she will suggest another time or another doctor who is available.

URGENT APPOINTMENT/TRIAGE/ADVICE

Patients with urgent problems will be seen the same day at our emergency triaging surgery. Patients should telephone the surgery between the hours of 8.30 and 10.30am Monday to Friday. Patients are asked if their problem is urgent and if they cannot wait for a routine appointment; they will then have the opportunity to speak to a GP. If you still need to be seen by our emergency doctor after your telephone consultation, you will be given a time to attend our Emergency Triaging Surgery which runs from 10.30am to 12.30pm Monday, Tuesday, Wednesday and Friday and from 10.00am - 12 noon on a Thursday when the surgery is closed between 12.30 and 1.30pm for staff training. Please remember that our triaging surgery is for emergencies only.

PATIENTS WHO DO NOT ATTEND

Unfortunately, due to the high number of patients who continually fail to attend for appointments, the surgery has now adopted a policy whereby any patient who fails to attend **three** appointments or more in a *six month period*, will be written to and advised that should they fail to attend one more appointment, they will be asked to register with another GP in the area.

If you are unable to attend your appointment.

***IF YOU CANNOT KEEP YOUR APPOINTMENT AT THE SURGERY,
PLEASE LET US KNOW AS SOON AS POSSIBLE!!***

YOUR APPOINTMENT CAN BE GIVEN TO ANOTHER PATIENT.

RETURN APPOINTMENTS

Should a GP wish you to make a review appointment, please note that our surgeries for GP's are only bookable one week in advance. Since introducing this change to our appointment system, the number of patients who do not attend appointments has dropped dramatically and also our waiting time for a routine appointment has fallen.

TELEPHONE ADVICE

If you need to speak to a doctor, please give your name, telephone number and details of your enquiry to one of our receptionists and your doctor will ring you back when they are free.

REGISTRATION PROCESS

When registering, please bring your NHS medical card, passport, birth certificate or some form of identification to the practice and those of any other persons registering with you. You will be asked to complete a registration form for each person registering with the practice. In addition, all patients will be asked to complete a new patient questionnaire, allowing us to provide medical care in the interim period, while your medical records are transferred from your old practice to this one. A new patient registration appointment will be offered to you with one of our nurses.

PREFERENCE OF PRACTITIONER: You and your doctor

Patients are registered with the practice, not an individual GP. For administrative reasons, your medical card will be issued in the name of the practice. However, you can at any time express a preference for a particular doctor for either all of your medical needs or on a case-by-case basis. This preference will be recorded in your medical notes and we will do our best to respect your choice. However, not all the doctors in the practice provide all services and specific doctors may not be immediately available.

SERVICES AVAILABLE

All GP practices are contracted to provide 'essential services', that is basic treatment of ill people. We also provide the following 'additional services':

- **Child health surveillance**
- **Contraceptive services.**
Specialist services such as IUCD insertion are available at the family planning clinic in Johnstone Health Centre.
- **Maternity services in the postnatal period, together with the midwives from the Paisley Maternity Hospital.**
- **Routine immunisations of children together with the health visiting team.**
- **Cervical smears**
- **Freezing of warts and other small skin lesions.**
- **Immunisations for adults in relation to travel. Not all travel immunisations are available on the NHS.**

Please ask our practice nurse for details.

- Vaccinations and immunisations.
- Annual comprehensive reviews for patients with coronary heart disease, diabetes, hypertension, asthma, COPD, epilepsy, mental health problems, stroke/tia

We also hold contracts with Greater Glasgow & Clyde Health Board for the following 'enhanced services':

- An annual influenza immunisation programme for those aged 65 and over.
- Influenza immunisation for those aged under 65 in an 'at risk' group.
- Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems.
- MMR immunisation to high risk individuals in high risk settings.

HOME VISITS

If you require a home visit, please telephone the surgery before 10.00am and give the receptionist some indication of the problem so that the visiting doctor will know how urgent the visit is. House calls that are telephoned in later in the day may be held back until the following date dependent on their urgency. Please bear in mind that this service is for patients who are too ill to come down to the surgery or housebound. Please remember that several patients can be seen in the practice in the time it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery.

TEST RESULTS

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. Test results are given out in the afternoon between 2.00 and 5.30pm. We would very much appreciate it if you could refrain from telephoning the surgery in the morning for test results as our telephone lines are normally extremely busy dealing with appointments and requests for prescriptions. Test results are not normally given out at the reception desk, due to the confidential nature of this information. However, should it not be possible for you to telephone the surgery for your results, when attending the reception desk for these results, please ask one of the receptionists to take you somewhere private before divulging your test results.

OUT OF HOURS

Between 6.00pm and 8.00am Monday to Sunday, the surgery is closed. In order to obtain medical advice at these times, please telephone 01505 331979 (do have a pen and paper handy) When the surgery is closed a recorded message will give you the number of **NHS24 - 08454 242424**. You will be given advice by either a qualified nurse or a GP. However, you may be asked to attend the centre or if necessary a home visit will be carried out for the seriously ill or genuinely housebound. This centre is based at the Royal Alexandra Hospital in Paisley in the geriatric day hospital just next to the main entrance of the hospital. Please note that attendance at this centre is by arrangement only. All calls to this service are recorded. Please note that this service is for emergencies only. If your problem can wait until the following day, please telephone your GP first thing in the morning. Please note that out-of-hours cover is now the responsibility of Argyll & Clyde Health Board.

Further advice and information can also be obtained from NHS24
You can call direct on **08454 242424**

IN SERIOUS EMERGENCIES DIAL 999 FOR AN AMBULANCE.
ANY DIFFICULTIES IN CONTACTING NHS24 - DIAL THE OPERATOR ON 118500

REPEAT PRESCRIPTIONS

If you are on regular medication, your doctor may not need to see you each time you require more tablets. They will give you a repeat prescription instead. If you leave this at reception during working hours, the prescription will be ready to collect 24 hours later. If you are not able to collect your prescription, please send a stamped, addressed envelope with it. Please note that the surgery also has a repeat prescription line (01505 327497) which is open Monday to Friday from 10.00am to 12.30pm. Requests for repeat prescriptions out with this time will only be accepted in extreme cases of emergency, as reception staff in the afternoon are dealing with results and various other telephone matters. At times the prescription line can be extremely busy. Please remember that you can order your prescription three to four days in advance. Do not let your medication run out prior to ordering your repeat prescriptions. The surgery operates a prescription collection service with various local chemists - please ask at reception.

SERVICES AVAILABLE

Advice For Travellers	Child Health Clinic	Asthma Clinic
Child Immunisation Clinic	Diabetic Clinic	Flu Clinics
Hypertension Clinic	COPD Clinic	Menopause
Alcohol Counselling	Smoking Counselling	Counselling
Weight Problem Clinic	Well Woman Checks	Chronic Heart Disease
Epilepsy Clinic		

FAMILY PLANNING

The practice provides full family-planning advice. Coil fitting and removal, along with diaphragms (caps) are carried out at the family planning clinic in Johnstone Health Centre. The morning-after pill is also available on prescription but you must be seen first by one of the doctors or our practice nurse, **Sister Anne Gillanders**. Please phone the surgery for an urgent appointment. Do telephone the surgery as soon as possible for this service as time is extremely important.

ANTE-NATAL AND POST-NATAL CARE

The ante-natal clinic is carried out by one of our community midwives on a Thursday afternoon between 1.30 and 3.30pm. If you wish to leave a message for the midwife, our receptionists will be only too glad to do so and this will be passed on to her on a Thursday afternoon. Post-natal examinations are carried out at the surgery by one of our GPs. During your post-natal period, you will be visited by one of the GPs at home and an indication of the date your post-natal examination is due will be passed to you in our postnatal protocol pack which is provided to all new mums and dads.

CERVICAL SMEARS

Cervical smears are normally carried out by our practice nurse. However, our GPs are available to carry out this procedure should this be your preference. Please request a female GP when making your appointment, again if this is your preference.

CHILDREN'S IMMUNISATIONS

At 2 months	1st Diphtheria/Tetanus, Whooping Cough/Polio/Hib Pneumococcal
At 3 months	2nd Diphtheria/Tetanus, Whooping Cough/Polio/Hib/Men C
At 4 months	3rd Diphtheria/Tetanus, Whooping Cough/Polio/Hib/Men C Pneumococcal
At 12 months	Hib/Men C booster
At 13 months	Mumps/Measles/Rubella (MMR), Pneumococcal
At 4½years	Pre-school booster and MMR booster
At 13 to 18 years	Tetanus, Diphtheria and Polio

PRIVATE MEDICAL AND NON NHS FORMS

Certain types of medicals such as HGV or PSV driving licences are not provided under the National Health Service. Our GPs can carry out these medicals for which an appropriate fee will be charged. Also various non NHS forms can be completed by your GP for which an appropriate fee will be charged. Please ask at reception for detailed costs. A list of charges for the above services is placed on our notice board within the waiting area of the surgery. Forms handed in to the surgery for completion by a GP normally take five working days. Completed forms will no longer be handed over to patients without the appropriate fee being paid to one of our receptionists.

MEDICAL RECORDS

The Data Protection Act 1998 (Section 7) specifies the rights of access to Data. All requests from patients to see their own medical records must be in writing to the Practice Manager. Patients can access their own written and computer records, although the records may not be removed from the practice premises. Assistance is given by the practice manager if access is required to the computer record and in this circumstance a member of staff will stay with you at all times to ensure confidentiality of other patients' records. If copies of a computer printout are required, a charge is made for this to cover the costs incurred. Access to medical records for people outside the health centre team (*or those involved in the patient's clinical care*) is only given with the patient's written permission.

PATIENTS' RIGHTS AND RESPONSIBILITIES

You will be treated with respect and as a partner in your care.

Being a partner means you have responsibilities too.

- We will:*
- Ensure our patients have 24-hour access to medical advice.
 - Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.
 - Work in partnership with you to achieve the best medical care possible.
 - Involve you and listen to your opinions and views in all aspects of your medical care.
 - Advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

Our medical staff views the prevention of disease, illness and injury as a primary concern and will support you fully.

We would respectfully ask that you:

- Let us know if you intend to cancel an appointment or are running late.
- Treat staff with courtesy and respect. Reception Staff may have to ask some personal questions to assist us in providing you with the best service.
- Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number even if it is ex-directory.

As patients you are responsible for your own health and that of any dependants. It is important that you adhere to information and advice given to you by health professionals and co-operate with the practice in an endeavour to keep you healthy.

INFORMATION MANAGEMENT AND TECHNOLOGY

The EMIS system is operational within the practice and this multi-user system is active during all consultations. The system is utilised in many ways: for repeat prescriptions, patient registration, cervical screening, call/recall clinics, morbidity data, opportunistic screening, appointments, consultations, referral letters, templates, payroll, accounts, Royal Alexandra Hospital CareNet, email, internet. We are now a 'paper lite' surgery and the practice has actively worked towards this goal for some time. This does not mean that patients' paper notes will no longer be held at the surgery - we are attempting to streamline our services and become more efficient.

IF YOU MOVE

Please tell the receptionist if you change your address or telephone number. From time to time the surgery may need to contact you regarding test results or cancellation of appointments. It makes our job so much easier if we have an up-to-date telephone number for our patients. Should you move out with our boundary area we may not be able to carry on caring for you.

DISABLED PATIENTS

Access for disabled patients is available at **Ravenswood Surgery** where there is also a specially designed toilet. Access is also available at Ravenswood for patients with prams, pushchairs and buggies. Some doctors have consulting rooms upstairs, but a room is available downstairs for your consultation if required. If you have difficulty climbing the stairs, please inform the receptionist at the time of making your appointment and she will arrange for the doctor to see you in a consulting room downstairs. If you require any further specific help, please ask at reception.

CARERS REGISTER

We do keep a register of patients who are carers (A carer is someone who looks after and supports a friend, relative or neighbour who could not manage without their help. This could be due to age, physical or mental illness or disability.) If you are a carer and provide a regular commitment to a relative, friend or neighbour; please tell our reception staff.

COMPLAINTS AND SUGGESTIONS

We aim to provide a high quality service and are very interested in hearing how our systems could be improved. Furthermore, if you are unhappy with any aspect of our service or your treatment please contact our practice manager, Mrs. Lesley Stewart, who will be happy to listen to your suggestions or criticisms and initiate any appropriate action. Our complaints procedure complies with Health Board regulations and should you have any reason to complain, your complaint must, in the first instance, be made in writing to Mrs. Stewart. Your letter will be acknowledged within three working days and after investigating your complaint a reply sent to you within 10 working days. Obviously, we hope that prior to you feeling the need to write a letter of complaint; the matter can be resolved by discussion. Again, please do not hesitate to raise your complaint with our practice manager in the first instance and hopefully an amicable resolution can be achieved at this point. We are continually striving to improve our service. Any helpful suggestions would be much appreciated.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information (Scotland) Act 2002 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. The scheme is available by asking the practice manager, Mrs. Lesley Stewart.

ZERO TOLERANCE POLICY

The practice has a zero tolerance policy towards aggressive behaviour, abusive behaviour, 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 patients or who damages property.

CONFIDENTIALITY - INFORMATION SHARING

The practice complies with the Data Protection Act (1998) and Access to Medical Records Act (1990). Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you access other services, e.g. from social work, occupational health. This requires your consent.
- When we have a duty to others e.g. in child protection cases.
- Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care. If you do NOT wish anonymous information about you to be used in such a way, please let us know.

SOURCES OF INFORMATION

Leaflets and other written information about various illnesses and conditions are available on display and from the practice nurses. The practice does not produce any leaflets of its own.

CAR PARKING

Car parking is available off Thomson Avenue, at the rear of **Ravenswood Surgery**. From time to time due to the number of clinics which are being held at the surgery the car park can be full. Would patients please refrain from double parking or blocking other members of the surgery in, especially where the parking is reserved for Doctors. Please remember that your doctor may have to attend an emergency house call and require immediate access to his vehicle. Your co-operation in this matter would be very much appreciated.

Lesley Stewart, your Practice Manager, would welcome any suggestions the patients of **Ravenswood Surgery** may have which would enhance the high standard of care already provided by the Clinical and Administrative Staff.

Just ask at the Reception Desk should you wish to discuss any matter with the Practice Manager.

Notes:
