

# BELLYEOMAN SURGERY



Bellyeoman Road  
Dunfermline  
Fife  
KY12 0AE

Tel: (01383) 721266

Fax: (01383) 625068

Prescription order line

Tel: 729182 (open 10.30am - 12.30pm and 1.30 - 3.30pm)

District Nurses

Tel: 624403

Health Visitors

Tel: 733875

## **DOCTORS**

**R B LESTER**

**T M BROWNE**

**J G PIGGOT**

**E M HOLLIGAN**

**J L KILLOUGH**

**S J CALDER**

**A DUNN**

# Welcome To Bellyeoman Surgery

Bellyeoman Surgery is an seven partner practice that serves the greater Dunfermline area. Services are provided from purpose-built and extended facilities on Bellyeoman Road following a move from traditional premises in the town centre in 1987.

With input from health and social care providers, we work as a **Primary Health Care (PHC) Team** and one or more members of this team may be involved in your care.

Our purpose is not only to treat illness but to prevent it where possible through health education and by encouraging patients to attend vaccination and immunisation programmes.

## THE DOCTORS

---

<b>Dr Robert B Lester</b>	MB ChB (Manchester 1979) MRCGP DRCOG
<b>Dr John G Piggot</b>	MB ChB (Edinburgh 1983)
<b>Dr Estelle M Holligan</b>	MB ChB (Glasgow 1986) MRCGP
<b>Dr Tierna M Browne</b>	MB BCh (Dublin 1987) MRCGP MICGP DCh DObs DGM
<b>Dr Sarah J Calder</b>	MB ChB (Edinburgh 1997) MRCGP DRCOG DFFP
<b>Dr Alison Dunn</b>	MB ChB (Manchester 1993) BSc
<b>Dr Jane Killough</b>	MB ChB (Edinburgh 2001) MRCGP DRCOG DFSRH

The GPs do not at present undertake the teaching of health care professionals or students intending to become health care professionals.

## PRACTICE STAFF

---

### Specialist Nurses

The specialist nurses run clinics for patients with the following conditions: asthma, COPD, diabetes and heart disease. Patients will be invited by letter to attend for a check up but patients can make an appointment at any time if they are having problems with their condition.

### Practice Nurse

**Irene Easton** RGN

The practice nurse works from the treatment room and will carry out a wide range of services eg blood pressure checks, smear tests, removal of stitches, dressings, ear syringing, pregnancy tests, childhood and other immunisations, as well as advice about dieting and smoking cessation.

Appointments are available throughout the day.

### Phlebotomist

A phlebotomist is available every morning, by appointment only, to take blood samples.

### Administration/Reception

We have 12 administration/reception staff who deal with appointments, repeat prescriptions etc. All the staff play their part in the efficient and smooth running of the surgery.

## ATTACHED STAFF

---

The following are all directly employed by NHS Fife Primary Care Department and are based in the surgery.

### District Nurses

District nurses are registered general nurses with a specialist qualification in community nursing. They visit patients of all ages at home to provide a wide range of nursing care and advice.

They can be contacted on **624403**.

### Health Visitors

Health visitors are registered nurses with a specialist qualification in health visiting.

They work mainly with the under fives and visit families regularly to discuss issues concerning mothers with young children. They also visit the elderly and those with a disability.

They can be contacted on **733875**.

The following staff are also all attached to the surgery but not based here:

**Community Midwife**

**Physiotherapist**

**Psychologist**

**Podiatrist**

## OPENING HOURS

---

The surgery is open Monday to Friday 8.30am - 5.45pm.

## GP APPOINTMENTS

---

### Monday to Friday

**8.40am - 12.45pm**

**1.50 - 5.30pm**

### One evening per week

**6.00 - 8.00pm**

Appointments can be booked up to one month in advance. Patients who require an appointment sooner than the next available appointment, can telephone the surgery (**721266**) from 8.30am for the same day availability.

### Urgent Appointments

Patients who need to be seen urgently will be offered a 'same day' appointment. Phone as early as possible after 8.30am to book your appointment.

### This appointment might not be with your preferred GP.

### Cancellations

**If you are unable to attend any appointment you must let us know as soon as possible. Another patient can be fitted into your appointment time.**

### Home Visits

If you are too ill to attend the surgery, phone between 8.30 - 10.00am to request a home visit. A brief description of the problem will be requested by the receptionist to enable the doctor to decide on the priority of the case.

## AFTER HOURS EMERGENCIES

---

If you need to contact a doctor after 6.00pm, during the night or at the weekend, telephone the surgery on the usual number (721266) and a message on our answering machine will give you the number to call:

### NHS 24 helpline

**08454 24 24 24**

You may be asked to visit the doctor on-call at a local base or, if you are unable to leave home, the doctor will visit you.

If you consider the problem to be **life-threatening** you should telephone 999 for the emergency services.

If you need advice about any health matters at any time, you may ring NHS 24, a 24-hour nurse-led advice and information service. Any matter discussed will be dealt with confidentially.

### NHS 24

**08454 24 24 24**

### Internet access

**[www.nhs24.com](http://www.nhs24.com)**

## REPEAT PRESCRIPTIONS - HOW TO ORDER

---

There are a number of ways you can order repeat prescriptions:

- 1) by handing your order into reception or posting it to the surgery.
- 2) by telephone using the prescription line telephone number - 729182 Monday to Friday 10.30am - 12.30pm and 1.30 - 3.30pm.
- 3) by email - visit [www.bellyeomansurgery.co.uk](http://www.bellyeomansurgery.co.uk) for full details.

Please allow two working days for your prescription to be processed. We suggest you order your medication at least 7-10 days before you run out.

## TEST RESULTS

---

Patients will be advised when they can expect the results of tests to be available. You should telephone after 11.00am.

In order to maintain confidentiality, details of consultations, hospital or laboratory reports will only be given to patients themselves or to parents or guardians of minors or to carers of patients.

## SERVICES PROVIDED

---

### Antenatal Clinic

The doctors provide antenatal and postnatal services but we also have a community midwife who runs a clinic at the surgery on a Wednesday afternoon. The midwife will give patients a schedule to let them know when to see the midwife and when to see the doctor. Appointments can be made by telephoning the surgery.

### Baby Clinic

Our health visitors run a baby clinic on Wednesday afternoon between 1.30 - 3.00pm where parents can bring their babies for weighing and advice. No appointment is necessary.

There is also a baby clinic on Thursday afternoon for child development checks (routine checks done on children aged eight weeks). Your child will be sent an appointment.

### Child Immunisations

Child immunisations are done in our immunisation clinic on a Tuesday and Thursday afternoon by the health visitor or practice nurse. You will need to contact the surgery to make an appointment. You will be reminded by letter when your child is due an immunisation.

### Asthma Clinic

A recall system is in place and our asthmatic patients will be invited annually to check they are keeping well and be given appropriate advice and treatment.

# Alderston Pharmacy

## *For all your Healthcare needs*

- NHS Prescription Dispensing
- Free Collection and Delivery Service
- Private Consulting Area
- Blood Pressure Checks
- Cholesterol Testing
- Blood Sugar Testing
- Weight Management
- Large Range of Products Available
- Photographic Service
- Domiciliary Oxygen Service



For general healthcare and advice, visit Alderston Pharmacy at 6 Alderston Drive, Dunfermline. Alternatively, to take advantage of the repeat prescription service, call 01383 622920.

## Personal Care And Attention

CAMPBELL SHIMMINS has over 20 years' experience as a pharmacist and knows exactly the type of service patients expect when they visit Alderston Pharmacy.

"We're one of the last independent pharmacies in Dunfermline, and that's important to us," explained Campbell, who has been in the Alderston Drive premises for seven years. "It means we take our time to get to know our patients, and we offer them the highest quality personal service.

"It's a personal service that's based on attention to detail. We make sure that we go the extra mile for patients, because it's important they trust their pharmacist and don't just feel like a number."

Campbell and his highly-trained staff offer a variety of services, with traditional NHS dispensing at the heart of the business.

"We offer a full dispensing service, including collection of repeat prescriptions from GP surgeries and, where appropriate, delivery to the patients themselves," he said.

The team also provide help and guidance in a range of areas. "We have a private consultation area where we can provide blood pressure, cholesterol and blood sugar testing, as well as being able to offer confidential advice," said Campbell.

"This includes weight management advice. We treat everyone as an individual, and most days make sure we have two pharmacists on duty. We can then give each patient the attention they deserve."

The pharmacy also offers a photographic developing service and stocks a range of cosmetics and fragrances. Opening hours are 8.45am-5.45pm Monday to Friday and 8.45am-12.45pm on Saturdays.

For more information call Alderston Pharmacy on 01383 622920.

ADVERTISING FEATURE

## FOOT CLINIC

**Consummate Foot Clinic**  
HPC Registered Podiatrists

- Podiatry
- Chiropody
- Biomechanics
- Orthotics
- Treatment and advice
- Reflexology available

Our podiatrists are fully trained to diagnose and treat foot and lower limb problems.

**The Foot Shop**  
16 Campbell Street  
Dunfermline  
**01383 622998**

## Happy Feet?

Feet bear the brunt of our busy and hectic lifestyles – so good care of our feet is vital to ensure pain-free, lifetime usage.

Chiropodists and podiatrists specialise in assessing, diagnosing and treating abnormalities and diseases of the lower limb. They are involved with the total care of the feet. Proper care and attention of the feet is as important at an early age to ensure proper growth as it is in later life to keep feet functioning well.

Chiropodists and podiatrists are trained to prevent, correct or alleviate anything and everything that can go wrong with your feet and provide professional advice on proper foot care to patients of all ages and from all walks of life. They work closely with other medical practitioners in providing health care. Take care to choose a Health Professions Council (HPC) registered chiropodist or podiatrist and you are assured of receiving the highest standard of treatment from a fully trained and registered professional.

ADVERTISING FEATURE

## COPD Clinic

*(Chronic Obstructive Pulmonary Disease)*

Patients with chronic chest problems such as emphysema or chronic bronchitis are invited to attend this clinic annually but can make an appointment at any time if unwell.

## Diabetes Clinic

A six-month recall system is in place for all patients with 'type two' diabetes who do not attend the hospital. Regular blood tests eg for cholesterol and blood sugar levels, plus blood pressure checks, are undertaken. Ongoing education regarding diet and exercise is also provided. Appropriate referrals can be made to the podiatrist, optician or dietician. Newly diagnosed patients or those with problems may be seen more frequently.

## Coronary Heart Disease (CHD) Clinic

This clinic is for patients with angina or who have suffered a heart attack in the past. Patients are initially invited to see our visiting specialist heart nurse. They are then reviewed annually to monitor their cholesterol, blood pressure, symptoms and current medication.

## Stroke

Patients who have suffered from a stroke or TIA (transient ischaemic attack) are invited to an annual review. Checks are made of blood pressure, cholesterol etc and symptoms/medication reviewed.

## Hypertension

All patients on medication for high blood pressure are screened every six months - more often if required. Regular blood tests are also undertaken and medication reviewed to ensure optimal control.

## Travel Clinic

The practice nurse provides up-to-date travel information and can advise on travel immunisations. All you have to do is fill in a travel vaccination form, available at reception. The practice nurse will check what vaccinations you need, how much they cost and when you should be immunised (some courses need to be started six to eight weeks before departure). For further information, please ask at reception.

## Flu Vaccinations

These are arranged throughout October and November each year. Invitations will be sent out to all patients over 65 years and to patients under 65 with chronic medical conditions such as: asthma, bronchitis, emphysema, cystic fibrosis, congenital heart disease, hypertension, chronic kidney failure, cirrhosis/hepatitis, multiple sclerosis, diabetes, HIV infection. Patients who are carers are also entitled to have a flu vaccination. In addition, a one-off vaccination against pneumococcus is also available for this same group of patients.

We cannot guarantee that flu vaccines will be available after December, so book early. Flu vaccines cannot be given to patients who do not fulfil the above criteria.

## GENERAL INFORMATION

---

### Access And Facilities

The surgery has suitable access and toilets for disabled patients and there are also baby-changing facilities. Should you require assistance, please ask a member of staff.

### How To Register With The Practice

Patients wishing to register with the practice will be advised by the receptionist of the current procedures. All new patients will be invited for a consultation with a GP or other member of the health care team within six months of registration with the practice.

### Do You Look After Someone?

If you provide help and support to a partner, child, relative, friend or neighbour who, because of their age, physical or mental illness, addiction or disability, could not manage without your help - then you are a carer.

We are working in partnership with Fife Carers Centre to identify carers and to help them get the support and information that they need and deserve.

Please ask at reception for more details.

### Suggestions

There is a suggestion box situated on the wall at the reception window. We welcome any suggestions you may have that would help to improve our service.

### Complaints

The practice operates a complaints procedure as part of the NHS system for dealing with complaints. For further information, there is a notice in the waiting room, or you can speak to the receptionist, who can let you have a complaints leaflet. You can also write directly to the office manager.

### Confidentiality

We quite understand that patients need to feel secure in the knowledge that their medical records are strictly confidential and that anything they discuss with their doctor goes no further than the practice. All our staff have had training on the importance of confidentiality.

### Data Protection Act and Access To Patient Information

Bellyeoman Surgery is fully computerised and is registered under the Data Protection Act. Medical records are held both on computer and manually. Any health information disclosed to other organisations involved in your care, such as hospital specialists for example, is always treated confidentially. Our use of your personal health information is regulated by the Data Protection Act.

### Patient Rights and Responsibilities

We have copies of the above Patient Rights and Responsibilities available at reception should you wish to have a copy.

## Zero Tolerance

The practice supports the NHS policy of zero tolerance with regard to violence, threatening behaviour or abuse to the doctors, staff or others on the practice premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

## 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. This scheme is available from reception.

## CALLUM ROBERTSON FUNERAL DIRECTORS

*Caring For Families throughout Fife Since 1998*

**24 hour service, 365 days a year**

As an independent Funeral Directors, we are able to provide an excellent quality of service but at a suitable cost to you.

We can help with all your arrangements.

It is our job to bring all your ideas together, creating a meaningful funeral for your loved one.



**24 Hour Helpline - 01383 740123**

4 Halbeath Road, Dunfermline

*It's Our Privilege To Care*

## Callum Robertson Funeral Directors

After over 14 years as a Funeral Director in Kirkcaldy, Callum established the business in 1998. Bereavement Counselling and Business Management along with his invaluable experience, have enabled him to provide the kind of service families need when planning a funeral. In 2001, his brother Sandy, also an experienced Funeral Director, collectively joined Callum; both have Diplomas in Funeral Directing and are Members of the British Institute of Embalmers. In 2004 Alex Dolan joined them. Between the three of them they have over 60 years of practical experience and knowledge, and each hold the Diploma in Funeral Directing. In 2009 Ian Johnston joined the team. Ian, who was formerly the manager of The Victoria Hotel in Kirkcaldy, has many years experience of helping families to arrange important occasions.

"We believe that traditions and standards must be maintained. Families should be given choices and options, which will enable them to make informed decisions. Funeral Directors are not there to take away control, but to guide and advise.

We are pleased to give advice about Funeral Planning, we recommend Golden Charter Funeral Plans, which give people peace of mind about funeral arrangements. We are also happy to design and inscribe memorials throughout Fife. For brochures about any of our services please contact us on our 24 Hour Helpline 01383 740123."

ADVERTISING FEATURE

## PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY Neighbourhood Direct Ltd

A MEMBER OF THE OLDROYD PUBLISHING GROUP LTD

Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER

Tel: 01253 722142 Fax: 01253 714020

Website: <http://www.opg.co.uk> Email: [info@opg.co.uk](mailto:info@opg.co.uk)

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.





## Stirling Eunson & Ferguson

### Solicitors & Estate Agents

Est. 1910

We are here to help in all areas of legal work

- Conveyancing
- Estate Agency
- Corporate & Business
- Wills & Executries
- Powers of Attorney & Guardianship

You can be sure of a friendly, understanding welcome at Stirling, Eunson & Ferguson

Property Shop, 1 New Row	90 High Street
Dunfermline KY12 7EA	Dunfermline KY12 7DP
Tel: 01383 748900	Tel: 01383 748900
Fax: 01383 625367	Fax: 01383 731619
email: <a href="mailto:property@sef.co.uk">property@sef.co.uk</a>	email: <a href="mailto:law@sef.co.uk">law@sef.co.uk</a>

www.sef.co.uk



## YOUR SOLICITOR - A FRIEND IN DEED!

In the normal course of our lives there may be several times when we require the help, guidance, reassurance and representation of a solicitor.

It is vital that you feel happy and confident with your solicitor since they are going to act on your behalf. To assist with this many firms offer the first consultation free of charge so that they can assess if they are able to help you. It also gives you the opportunity to make sure you feel comfortable with them. Your local solicitor will be able to act on your behalf in a whole range of circumstances, from house purchase to making a will, inheritance or probate enquiries and personal injury.

Over the last few years there have been a number of large national firms springing up, who specialise in one specific area of law. However, it is worth first contacting a local firm, with local knowledge, to see how they can help you.

Remember, your local solicitor is there to act on your behalf and advise you, and will be happy to advise what is best for YOU on all legal matters.

ADVERTISING FEATURE

## JBB Dick Pharmacy



- FREE Collection & Delivery For Elderly & Infirm •
- Computerised Patient Medication Records •
  - Urgent Prescriptions •
  - Ostomy & Incontinence •
  - Blood Testing •

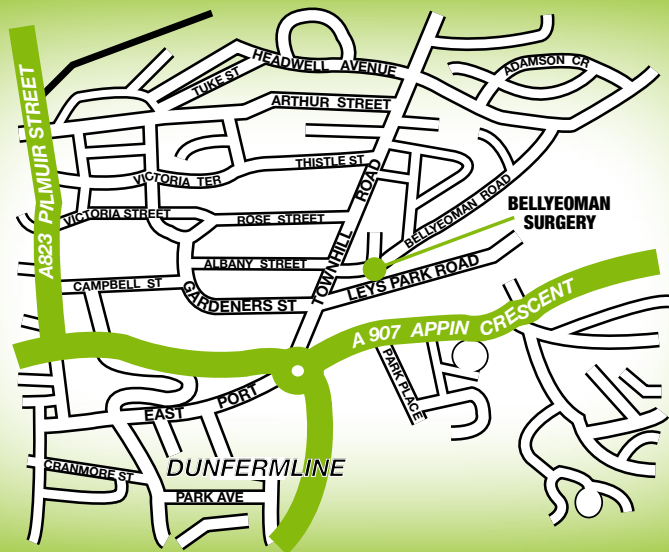
**24 East Port, Dunfermline**  
**Tel: 01383 723571**

If **YOU** are reading this, then so could patients looking for your kind of service.



To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516

## PRACTICE LOCATION MAP



## USEFUL TELEPHONE NUMBERS

### CLINICS

Abbeyview.....01383 723259  
 Carnegie.....01383 722911

### HOSPITALS

Queen Margaret, Dunfermline.....01383 623623  
 Victoria, Kirkcaldy.....01592 643355  
 Forth Park, Kirkcaldy.....01592 643355  
 Royal Infirmary of Edinburgh.....0131 5361000  
 Royal Hospital for Sick Kids.....0131 5360000  
 Western General, Edinburgh.....0131 5371000

NHS 24.....08454 24 24 24  
 Practitioner Services.....0845 300 1216

Fife Health Board.....01592 712812  
 Primary Care Department  
 Cameron House, Cameron Bridge, Leven KY8 5RG