

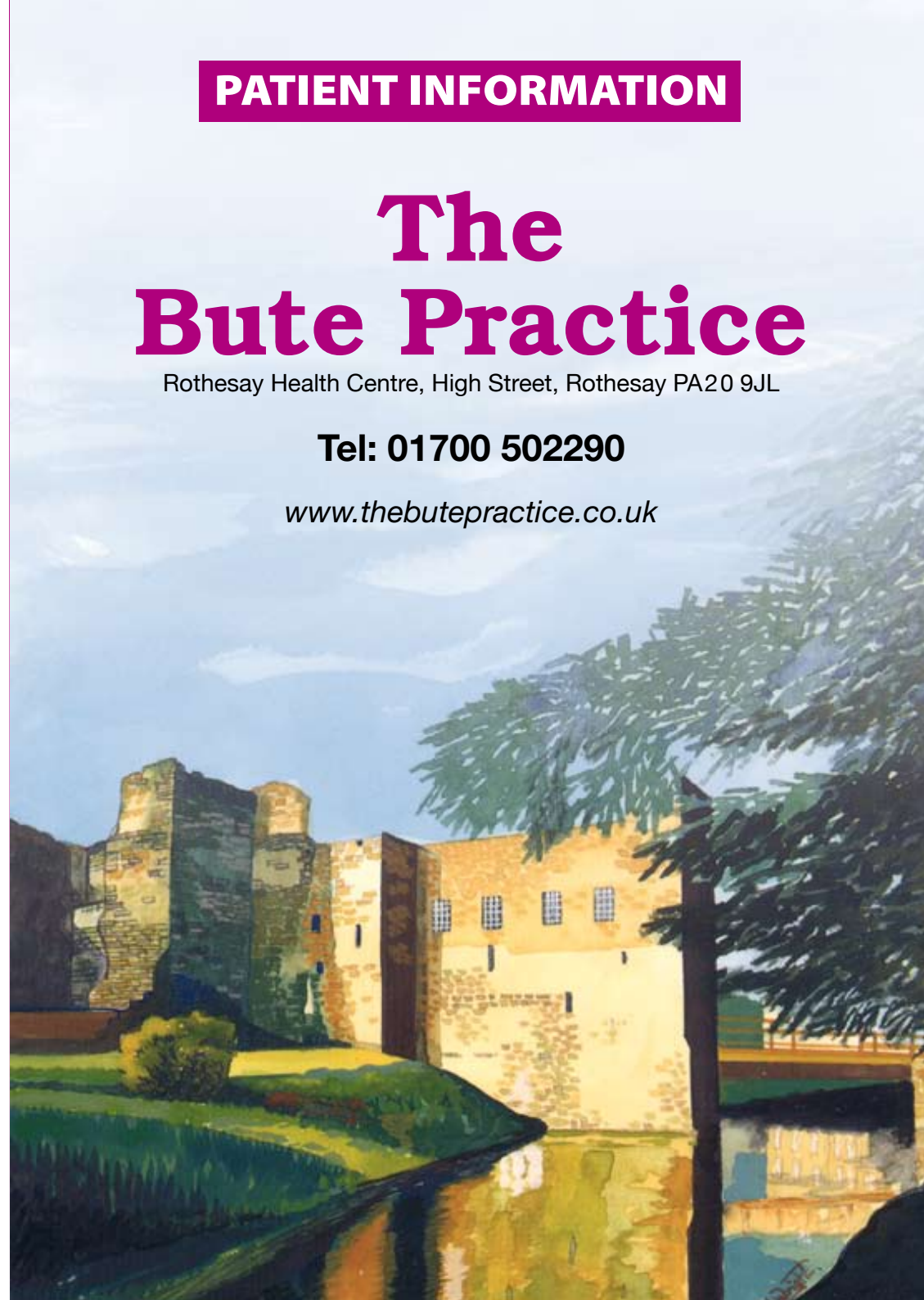
PATIENT INFORMATION

The Bute Practice

Rothesay Health Centre, High Street, Rothesay PA20 9JL

Tel: 01700 502290

www.thebutepractice.co.uk



Welcome To The Bute Practice

PROFESSIONAL DETAILS OF THE DOCTORS

Dr Colin B Boyd	MB ChB Edinburgh 1973 DObsRCOG MRCGP
Dr Roger Clark	MB ChB Leicester 1991 MRCGP
Dr Peter A Lewis-Smith	MB ChB Aberdeen 1975 FRCS MRNZCGP DRCOG FP Cert
Dr Fiona McGhie	MB ChB Glasgow 1991 MRCGP
Dr Shionagh Morrison	BSc MB ChB Dundee 1996 MRCS MRCGP
Dr Andrew Shaw	BSc MB ChB Manchester 1993 MRCGP
Dr Bill Shennan	MB ChB Dundee 1980 Dip FM Dip DER

HEALTH CENTRE TELEPHONE NUMBERS

502290 (via IRH switchboard)

Direct Numbers - 501521, 501527, 501524, 501532

SURGERY HOURS

Monday - Friday 9.00am - 6.00pm

WE ARE CLOSED ON BANK HOLIDAYS.

PRACTICE STAFF

Reception Staff

Our receptionists are trained to help you with making appointments, renewing prescriptions, registering with a doctor and dealing with any enquiries you may have. Like all practice staff they are bound by the **strict code of confidentiality observed by the doctors.**

Practice Manager

Graham Bolton BA

Clinical Pharmacist

Peter Campbell BSc (Hons), MRPharmS, ip

Assistant Practice Manager

Natalie Whitelaw

Practice Nurses

Marion Johnston BSc RSCN RGN Dip Asthma Care FPCert
Alice Colman RGN FPCert
Allison Menzies RGN FPCert
Linda Fraser

Receptionists/Phlebotomists

Oonagh Planck, Sandra Thomson, Tanya Docherty, Liz Joy, Jean Ivory, Janette Martin, Sophie Reid, Lizzie Sinclair.

Visit our website: www.thebutepractice.co.uk



CARPET WAREHOUSE

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from start to finish

Choose your Floor and Wall coverings in one place

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10 TOWER STREET, ROTHESAY, TEL:500404

We've Got It Covered!

Established local carpet retailer 'The Carpet Warehouse' has once again responded to their customers' needs and introduced a line of beautiful wall coverings to complement the existing wide range of floor coverings, window blinds and rugs.

No longer will buyers need to run around with samples from various places in order to choose the new look for their room. Redecorating is made simple, comparing carpet, wallpaper and blinds all in one place, helping customers to see the finished result at the time of purchase.

Select from a range of floor coverings to suit your design requirements, whether it is vinyl for the kitchen, laminate for the hall, or a thick, soft, loving carpet to ease you out of bed in the morning. The Carpet Warehouse has thousands of designs, styles and colours to choose from, delivered free of charge to your door.

The Carpet Warehouse will also send out one of their trained estimators, free of charge, to measure the rooms for the materials required, to ensure that customers are not 'caught short' when it comes to fitting.

When it comes to finishing touches, made-to-measure blinds selected to complement the style and décor scheme, with a new rug from either the stylish contemporary or traditional classic range, will help create a welcoming atmosphere and make you feel at home.

Whether you are doing a bit of DIY, or taking advantage of the fitting services that are available, the Carpet Warehouse is the place to go when it comes to your one stop 'room changing' shop!

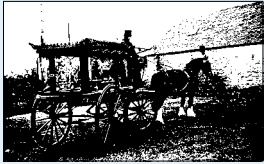
Advertising Feature

To feature your business in our booklet call 0800 612 1516

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W J Duncan are a local family firm founded in 1946 and giving all customers the best of attention at all times. With us you are a customer not just a number. Being a Ford Dealership we can supply cars through the Motability Scheme to customers receiving the higher rate Disability Living Allowance.



WHAT IS MOTABILITY?

Motability helps disabled people become mobile through the use of contract hire and hire purchase schemes. It is a non-profit-making, independent organisation which can turn Mobility Allowance into a travel solution to fit specific needs.

A wide range of vehicles is available through a national network of Motability accredited suppliers. Dealerships who are Motability Approved conform to the Motability Dealer Code of Conduct and have agreed certain standards which will apply to their customers. If you are entitled to a vehicle, but cannot drive it yourself, then you may nominate up to two other drivers for your car.

There is a minimum contractual period of 3 years, and it is possible that you will be charged for any adapting that needs to be done to the vehicle - although in certain cases grants are available to assist with this.

Access to Motability is the right of anyone who is disabled. It is a fact that many disabled people do not know that they could get help to buy a car through this scheme. So if you or any of your family receive Disability Living Allowance visit your local Motability dealer to establish what your rights really are.

COMMUNITY HEALTH CARE TEAM TELEPHONE NUMBER - 503938

Dr Anne Berrich - CMO and Well Woman Clinic
- Community Paediatrician & Family Planning
- MB ChB, DCCH, DFFP

The telephone number for Dr Berrich is 502943

Julie Grinsell - Public Health Lead/Health Visitor DPSN (HV) EN (G), RNLD, RGN, RHV, Community Nurse Prescriber

Elaine McIntyre - Health Visitor Team Leader RGN FPCert BA CHN

Flora Graham - Smoking Cessation Advisor

- RGN, HVCert

Suzanne Scott - Public Health Nurse/School Nurse

- RGN, RM, BSc (Hons) Public Health Nursing, BSc Health Studies

Allison Menzies - Health Visiting Staff Nurse, Smoking Cessation Advisor

- RGN, FPCert

Laura MacGregor - Public Health Family Support Worker

Yvonne Crawford - Clerical Officer

Please note - The Public Health Team telephone number is 501519

Martha Neilson - District Sister RGN SCM BA CHN

Gillian Strachan - Community Staff Nurse RGN

Marion McDougall - Community Staff Nurse RSCN Dip Neonatal Care

Susan McKay - Community Staff Nurse RGN

Sheena Ferguson - Community Staff Nurse RGN

Linda Poole - Auxiliary Nurse

Grace Smith - Community Psychiatric Nurse - Direct Line 501505

Tracy Guy - Community Psychiatric Nurse - Direct Line 501505

Morag Robertson - Macmillan Nurse

Please note - The Community Staff Nurses' answerphone telephone number is 501507.

APPOINTMENTS (consulting times may vary)

Doctors

• Monday to Friday mornings 9.00 - 10.20am and 11.30am - 12.50pm

• Monday to Friday afternoons 2.30 - 4.50pm and 2.50 - 5.10pm

Please note that the doctors work on a rota basis so not all consult at the same time.

Practice Nurses

• 9.00am - 12 noon

• 3.00 - 5.00pm

For the latest information click to: www.thebutepactice.co.uk

To feature your business in our booklet call 0800 612 1516

PRACTICE STANDARDS

We do our best to provide a convenient, efficient and high quality service for you. In return we ask:

1. If you are unable to keep your appointment please let us know as soon as possible so we can offer it to another patient.
2. Please try to arrive on time for your appointment. If you are late we cannot guarantee to see you within our agreed waiting limits.
3. Please treat the doctors and staff with the respect and courtesy which you would expect to receive yourself. We are here to help you but may need information from you to enable us to offer you the most appropriate care.
4. Please telephone the surgery to make an appointment. If you arrive at the surgery without an appointment we may not be able to see you and this will cause inconvenience to yourself and other patients.
5. All appointments are arranged to cover one consultation. Please make a separate appointment for each person who wishes to see the doctor.
6. Please notify the receptionist if you change your name, address or telephone number.
7. If it is necessary to request a home visit, please do so between 9.00 - 10.00am and only when the patient is too ill to attend surgery. Remember: if you can bring the patient to surgery they will be seen quicker and any necessary treatment can begin there and then. Early requests enable the doctors to prioritise their visits and provide a better service.
8. The doctor is here to give you treatment and advice. It is important that you understand the information given to you. If you are unsure about your treatment please ask for more information.
9. Although the doctor will strive to see you within a reasonable time when you attend the surgery, be patient if an emergency arises and you are delayed.

IF YOU WISH TO RECEIVE A HIGH STANDARD OF CARE WE NEED TO WORK TOGETHER TO HELP EACH OTHER.

CANCELLATION OF APPOINTMENTS

Over 1000 appointments are "lost" each year because patients fail to attend. If you are unable to keep an appointment would you please cancel it, giving as much notice as possible. We can then allocate the time to other patients who require to be seen.

TELEPHONE APPOINTMENTS/ADVICE

You may request a telephone appointment instead of a face-to-face consultation. The designated health care professional will telephone you around the allotted appointment time.

Telephone consultations can be safely used in many circumstances where an examination is not necessary. We hope you will find them useful and save you the time and disruption of coming to the surgery.

Your doctor or practice nurse will be happy to give advice on the telephone when they are not consulting. On most days the doctor will be available between 11.15 and 11.45am and the practice nurse between 12.30 and 1.00pm. The practice nurses are also available between 2.00 and 2.30pm.

The receptionists have been asked not to interrupt your doctor or nurse when they are with patients except in the case of an emergency.

Visit our website: www.thebuteppractice.co.uk

OUT OF HOURS

This is the period between 6.00pm and 8.00am Monday to Friday, all day Saturday and Sunday and bank holidays.

If you need medical advice during these times please telephone NHS 24 on **08454 24 24 24**. If you telephone the Health Centre a recorded message will give out this telephone number as well. NHS 24 may deal with the matter over the telephone, they may ask you to attend an emergency centre to see a nurse or doctor, or they may arrange a house visit, or have you brought to the hospital by ambulance. For sudden emergencies you should still dial 999.

NEW PATIENTS - REGISTERING

If you are registering with the practice, we would kindly ask you to do this between the hours of 1.00 and 2.00pm when surgeries are not being held.

All new patients will be offered an appointment for a health check with a practice nurse or health care assistant. You will be asked to complete a questionnaire. This allows us to find out about any health problems you may have prior to your medical records being received. All medical services are available to you from the day you register.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number please notify the health centre promptly. It is important that our records are kept up to date should we need to communicate with you.

REPEAT PRESCRIPTIONS

If your doctor has agreed to you obtaining repeat prescriptions these may be requested by telephone, in writing or in person. Repeat prescriptions can be sent to the Chemist for you if you wish to make use of this service. **Please allow 48 hours for prescriptions going to the Chemist to be processed.** Please allow **24 hours for any other prescriptions.** Prescriptions can be posted to you if you provide us with a stamped, self-addressed envelope.

SICK LINES

You are responsible for self-certification for the first seven days of any illness (including Sundays) and your employer should provide form SC2.

Self-employed patients should complete form SC1, which is available from the DSS. Thereafter you will need a doctor's sick line.

Please remember to make your return appointment in plenty of time if your sick line is to be extended.

RESULTS OF TESTS

As the switchboard is at its busiest between 9.00 and 11.00am we would ask you to telephone after 11.00am for any results you may require. Please allow two days before telephoning for results and remember that some results take longer than two days to be processed.

LABORATORY SPECIMENS

If you have been asked to provide a sample for testing, please do so by 10.00am at the very latest. There is a yellow bin at the corner of the reception desk for the samples. Suitable containers may be obtained from the receptionist.

For the latest information click to: www.thebuteppractice.co.uk

CERVICAL SMEARS

All women between the ages of 20 and 60 are welcome to have a cervical smear which is recommended every three years. The practice nurse performs these unless otherwise requested. These can also be carried out by Dr Anne Berrich at the well woman clinic.

VACCINATION AND IMMUNISATION

All of these can be done by the practice nurse by appointment. The immunisation schedule for children is as follows:

When to immunise	What is given	Vaccine and how it is given
Two months old	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (DTaP/IPV/Hib) Pneumococcal (PCV)	One injection (Pediacef)
		One injection (Prevenar)
Three months old	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (DTaP/IPV/Hib) Meningitis C (MenC)	One injection (Pediacef)
		One injection (Neisvac C or Meningitec)
Four months old	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (DTaP/IPV/Hib) Pneumococcal (PCV) Meningitis C (MenC)	One injection (Pediacef)
		One injection (Prevenar) One injection (Neisvac C or Meningitec)
Around 12 months	Haemophilus influenzae type b, Meningitis C (Hib/MenC)	One injection (Menitorix)
Around 13 months	Measles, mumps and rubella (MMR) Pneumococcal (PCV)	One injection (Priorix or MMR II)
		One injection (Prevenar)
Three years four months to five years old	Diphtheria, tetanus, pertussis and polio (dTaP/IPV or DTaP/IPV) Measles, mumps and rubella (MMR)	One injection (Infanrix-IPV Hib or Pediacef & Hib)
		One injection (Priorix or MMR II)
13 - 18 years old	Tetanus, diphtheria and polio (Td/IPV)	One injection (Revaxis)
Any age	Tetanus vaccine	If you have had less than five in a lifetime

Immunisation and advice for those travelling abroad is given by the practice nurse. Flu vaccination is given each autumn for those over 65 years of age and also to those suffering from diabetes or heart or chest problems.

Visit our website: www.thebuteppractice.co.uk

CONTRACEPTIVE SERVICE

We provide a comprehensive family planning service and can advise you on all methods of contraception. You should make an ordinary appointment for this. All such consultations will be treated with the utmost confidentiality.

MATERNITY

The maternity service on the island is run by the midwives. If you think you are pregnant please speak to your doctor in the first instance. The doctor will put you in touch with the antenatal clinic. There is a visiting consultant to support the midwives. The GPs are available to assist the midwives if requested to do so.

NON-NHS SERVICES

Certain medical examinations, for example, pre-employment, PSV and HGV licences are outside the remit of the NHS as are holiday cancellation forms, private medical insurance forms and sick notes for work absence of less than seven calendar days. A fee, in line with BMA recommendations, is payable for all non-NHS services. If you are unsure please speak to a receptionist.

CLINICS

CVD Clinic	Clinical Pharmacist Peter Campbell	By appointment
Diabetic Clinic	Clinical Pharmacist Peter Campbell	By appointment
Well Asthma Clinic	Clinical Pharmacist Peter Campbell	By appointment
Child Health Surveillance	Drs Shaw/Boyd/ McGhie/Morrison Health Visitors	Tuesday afternoon by appointment
Well Baby Clinic	Health Visitors	Tuesday afternoon
Antenatal Class	Midwives	Wednesday afternoon
Weight Control	Health Visitors	Wednesday evening
Healthwise Group		(consult the Health Visitors)
Travel Assessment	Practice Nurses Alice Coleman	By appointment or telephone consultation four weeks before holiday

MEDICAL STUDENTS

We are periodically involved in the teaching of students within the practice. There is no obligation to have a student sitting in during your consultation but we would obviously appreciate your co-operation. All students are in the final part of their course.

For the latest information click to: www.thebuteppractice.co.uk

PHARMACIST

Our policy, with regard to the review of medication, is to involve our community pharmacist. For this purpose he may require access to your medical records and therefore, like our doctors and staff, he is bound **by the strict code of confidentiality**.

THE VICTORIA HOSPITAL

The hospital is next door to the health centre and is a community hospital which means that your own doctor is in charge of your care there. There are medical, surgical and maternity inpatient beds, also an x-ray department, a physiotherapy department and casualty. If you have an accident or injury, you should attend at casualty, not the health centre.

If you require medical advice when the Health Centre is closed you should first telephone NHS 24 on 08454 24 24 24. If they advise you to attend the emergency centre, this will be in the Victoria Hospital. You will be seen by an emergency nurse practitioner and a doctor may also be called in. All dressings, stitch removals, etc, will be done by the nursing staff at the hospital under the supervision of your own doctor.

Visiting consultants provide Outpatients Clinics at the Victoria Hospital for:

General Surgery	Mr C Bolln	4th Friday of the month
Diabetes	Dr C Jones	Every 3 months
ENT	Mrs C Macandie	1st Tuesday of the month
Ophthalmology	Dr R Paul	Alternate every month 2nd Friday
Obstetrics/Gynaecology	Mr Bollabragadget	Every 2nd Thursday
Orthopaedic	Mr A Chappell	Once a month
Paediatric	Dr G Hunt	Once a month
Dietician	Marion McInnes	Once a month
Well Woman	Dr A Berrich	Every Thursday afternoon except for the last Thursday of the month which is in the evening.
Orthoptist	Lynn Hood	2nd Tuesday of every month
Psychiatry	Dr R Sandler	Once a fortnight on a Tuesday
Cardiac/Stroke	Sister Helen McIntyre	Twice a month

A short distance away is the Victoria Hospital Annexe which is a rehabilitation and long-stay care of the elderly unit with a day hospital. This is run under the supervision of a consultant in geriatric medicine, but day-to-day care is given by your own doctor.

THE 'ZONE'

- A CONFIDENTIAL HEALTH DROP-IN FOR YOUNG PEOPLE

What is it?

The Zone is a confidential service for young people, providing free, informal, confidential advice on all health issues. It can offer support and information to any young person, on issues such as bullying, contraception, alcohol, drugs, stopping smoking etc and generally any issue which is of concern to any young person.

What's on offer?

Free, straightforward information and leaflets.

A chance to talk to experts about health concerns/questions no matter how big or small.

Where and when?

26 Bishop Street, Rothesay. Tel. 01700 504019.

Open every Monday 4.00 - 6.00pm, no appointment necessary.

For further information please contact Elaine McIntyre on 501519.

SUGGESTIONS AND COMPLAINTS

The practice manager, Graham Bolton, is responsible for the management and administration of the practice and is pleased to receive your comments and suggestions about the practice. There is a suggestion box at reception.

If you have cause for concern whilst attending the surgery or receiving services at home, please feel free to discuss this with the doctor or member of staff dealing with you. Alternatively, you may prefer to speak to our practice manager, Graham Bolton. It is best to express concern at this stage so that you can be reassured or so that further action can be taken.

However, if you are not satisfied, the Bute Practice has an in-house complaints procedure which is freely available to all. A leaflet describing the procedure may be obtained from reception. All complaints will be dealt with in the strictest confidence.

DATA PROTECTION

In order to provide care for you we are obliged to keep records. This is increasingly done using computers. We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality and we take this very seriously.

In order to manage services and improve the quality of care we provide we share some information on practice activity, eg with Health Boards, Trusts, Scottish Office and the Common Services Agency. Whenever possible this information is anonymised ie names and other identifying details are removed.

Information is not shared with any third party outside the health service (eg insurance companies, employers, solicitors) without your explicit written consent and agreement. We are obliged by law to provide certain information, eg notification of certain infectious diseases. If you have any questions regarding disclosure of information, please contact our practice manager.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2002 (Scotland) 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.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

PUBLIC TELEPHONE

There is a public telephone for your convenience. This is situated at the back of the waiting room next to the public toilets.

DISABLED PATIENTS AND WHEELCHAIRS

There are two parking spaces provided for disabled drivers. These are the first two spaces as you enter the car park and are clearly marked. Wheelchair access is directly in front of the entrance to the Health Centre. **We would kindly ask patients to refrain from parking their cars at the front door as this obstructs wheelchair access to the building.**

SELF HELP FOR MINOR AILMENTS

Antibiotics

Firstly a note on these commonly-prescribed and powerful medicines. They only work on bacteria and are without effect on viruses. Unfortunately, this means that the common infections like coughs, colds and flu will not be helped by them at all. The correct treatment is to follow the simple remedies outlined below and we only use antibiotics when they fail and we suspect that there is a secondary bacterial infection. Overuse of antibiotics may lead to their not working in future and more complications like thrush, skin rashes and stomach upsets.

Colds And Sinus Pains

Take plenty of fluids, paracetamol or, if over 16 years old, aspirin. Inhalations with steam, and Karvol/menthol crystals/Olbac Oil, etc, can help clear the passages. If they are very blocked you could use a decongestant such as Sudafed (available at the Chemist) or Vicks Sinex, etc. You should be on the mend after seven to ten days and usually better after two weeks and we would want to see you if you are getting worse instead of better by then.

Coughs

These can be soothed by a drink made from honey and freshly squeezed lemon juice (full of vitamins) in hot water. If particularly irritating, steam inhalations can be worthwhile or your favourite cough medicine. If you bring up coloured phlegm, we may need to check your chest.

Sore Throats

If over 16 years of age, gargle with soluble aspirin, otherwise paracetamol, drink plenty and use lozenges/boiled sweets if they help. Most sore throats will settle with this treatment in three to five days.

Laryngitis

As for sore throats, try steam inhalations, rest your voice and avoid smoke.

Flu

If you have a temperature and are aching a lot, paracetamol or aspirin, fluids and rest are the answer. Aspirin should **not** be given to children under 16.

Temperatures

Children often run temperatures with no other symptoms. They need to be cooled down and then will feel much better. So do remove their clothes down to vest and pants and keep the room temperature down. Use Calpol/Disprol, etc, and, if necessary, sponge them with lukewarm - not cold - water or blow them with a fan or hairdryer on its coolest setting. If there is no improvement after 48 hours we will need to see them.

Diarrhoea And Vomiting

This usually settles in one to three days and we recommend avoiding all food for 12 to 24 hours, but giving plenty of fluids and in small amounts. If the vomiting is very frequent, special fluids such as Dioralyte prevent dehydration and are available at the Chemist. Do avoid milk, dairy produce, and fatty/spicy foods when they start eating again. Instead, try dry bread, toast, thin soups, potato, chicken etc. If the diarrhoea does not settle, try natural yogurt (you can flavour it if you like). Tummy colic can be eased by paracetamol and will settle in a few days.

Childhood Rashes

If your child is basically well but has a rash, this is usually due to a virus (such as German measles but there are many others) and this will settle untreated in only a couple of days. We would want to see the child if they are unwell with the rash.

Chickenpox

This can be soothed by calamine lotion or, if it is extremely itchy, by antihistamines like Phenergan/Piriton (which are available at the Chemist). It is infectious for five days after the last batch of spots has appeared.

USEFUL TELEPHONE NUMBERS

Health Centre	502290, 501521, 501527, 501524, 501532
Victoria Hospital	503938
Victoria Hospital Annexe	502943
Community Staff Nurses (Answerphone)	501507
Inverclyde Royal Hospital	01475 633777
Argyll and Bute Hospital	01546 602323
Royal Alexandra Hospital	0141 887 9111
Social Work Department	501300
Community Links	504438
Police	894000
Samaritans	0845 790 9090
Alcoholics Anonymous	0141 221 9027
Bute Advice Centre	502784
Bute Council on Alcohol	505855
AIDS Helpline	0800 567123
Carers & Family Support Group (HIV & AIDS)	0141 221 8100
Community Health Council	0141 429 7698
Rothesay Pier	502707
Dentist: Daytime	502041
Emergency No	08454 24 24 24
Community Dental Services	503171
Vet	503017
Chemists	
Lloyds (Montague Street)	502362
Lloyds (Victoria Street)	502836
Undertakers	
D. McKellar	502751
McNab & Son	502780
Taxis	
A & A Taxi	502275
Zan Kreyser & Duncan	504499

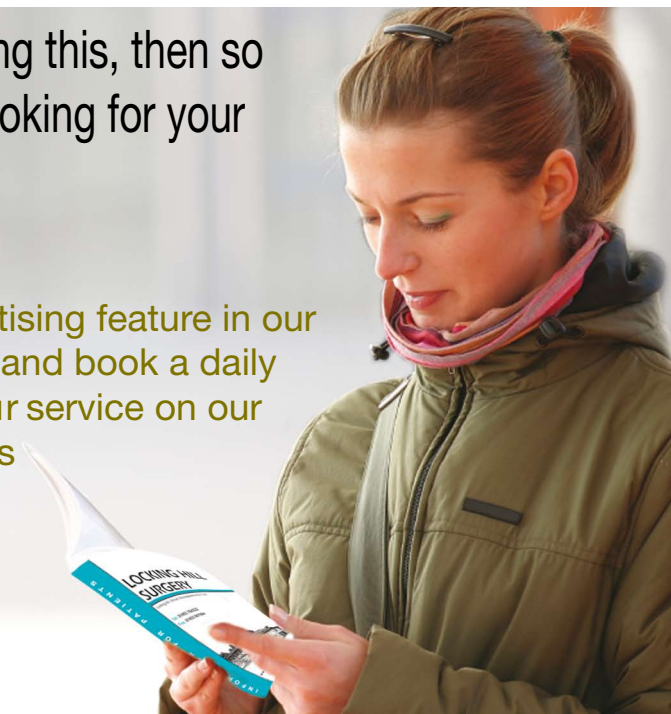
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 practice booklets and book a daily
 reminder of your service on our
 appointment cards
 and website
 simply phone
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 now on
 0800 612 1516



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for Drs Boyd, Clark, Lewis-Smith, McGhie, Morrison, Shaw & Shennan of Rothesay

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Map Of Our Practice Area

