



# Stepps Surgery

131 Cumbernauld Road, Stepps  
G33 6EY

**Tel. 0141 779 4445**

**Email: [Lan.clinicalsteppssurgery60088@nhs.scot](mailto:Lan.clinicalsteppssurgery60088@nhs.scot)**

[www.steppssurgery.co.uk](http://www.steppssurgery.co.uk)

**Dr. Sean Kennedy**  
MRCGP (Edinburgh 1988), MB, BCh,  
BAO (Dublin 1983)  
DCH, D.Obst.

**Dr. Karen Hopkins**  
MB, ChB, Glasgow 2011)  
BSc (Psychology)

**Sr. Maura T. Kennedy**  
MPH (Glasgow 1998)  
RGN (Dublin 1986)  
Practice Nurse Cert.,  
Family Planning Cert.,  
Dip. Asthma Care.



**Dr Emily Owen**  
MB, BCh Cardiff 2013)  
ALS, APLS

	<b>Opening Hours</b>	<b>Appointment Times</b>
<b>Monday</b>	8.30 am to 1 pm 3 pm to 6 pm	9.00 - 12.00 3 pm to 6 pm
<b>Tuesday</b>	8.30 am to 4 pm Phlebotomy Appointments 08:30 to 4pm	9.00 - 12.00
<b>Wednesday</b>	8.30 am to 1 pm 3 pm to 6 pm	9.00 - 12.00 3 pm to 6 pm
<b>Thursday</b>	7.30 am to 1 pm 3 pm to 6 pm	9.00 - 12.00 3 pm to 6 pm
<b>Friday</b>	8.30 am to 1 pm 3 pm to 6 pm	9.00 - 12.00 3 pm to 6 pm

**Consultations By Appointment**

0141 779 4445

# The Practice Team

## DOCTORS:

### (Dr Sean Kennedy, Dr Karen Hopkins, & Dr Emily Owen)

The doctors work together to provide full general medical services from the surgery premises. During holiday times there may be a locum doctor chosen (after interview) by the doctors.

## NURSE

### Sister Maura Kennedy

Is a Nurse Practitioner and fully qualified Nurse Prescriber. She is available by appointment at the surgery. She has special interests in health promotion, women's health and in chronic disease management, especially diabetes, heart disease, and asthma.

## RECEPTIONISTS

### (Mrs. Muldoon, Mrs Savage, Mrs Ferguson, & Mrs McDermott)

Are always present during surgery opening times. They can take requests for appointments, house calls and repeat prescriptions by telephone or from visitors to the surgery. They can also take messages for the doctor or nurse.

## TELEPHONE ADVICE

If you wish advice from the doctor or nurse please telephone the surgery (0141 779 4445) between 08.30 and 11 am. Please do not phone for repeat prescriptions, nor for the results of tests before 10am. Requests for appointments are prioritised before 10am.

## STEPPS SURGERY

**Stepps Surgery is a medical partnership**, not a single-handed practice nor a company in terms of the GP contract.

Stepps Surgery is not a training nor a teaching practice.

We make every effort to make the surgery fully accessible for disabled people. We believe that we have achieved this. If you have any comments or complaints about access please contact the practice manager. If access to the surgery premises is difficult because of a disability, the practice will make special arrangements to improve access or, if this is not practical, visit you.

‘Bookable On the Day’ appointments are available each morning. If you cannot make it to the surgery (or feel this is not necessary, then it may be appropriate to take an on-the-day appointment as a telephone consultation with the doctor. Time is set aside for this consultation. This can be very helpful. However, bear in mind that some decisions and diagnoses need face-to-face consultations for diagnosis and appropriate treatment.

Extended Hours appointments are available on Thursday mornings between 7:30 and 9am. These appointments are intended for routine care for patients who, because of work commitments cannot manage to attend during routine surgery hours. There are no receptionists on duty at these times, so consultation is strictly by appointment only. There is also no nurse chaperone available at these times.

Registering as a patient is easy. The practice limits new patient registrations to the G33 6 postcode area. Subject to list size pressure this is the only limitation on new registrations. New patients need simply fill in a small registration form, available from reception or downloadable from the practice website. New patients are offered a “Well Person check” with the Practice Nurse. We strongly advise new patients to avail of this service. There is often some delay before your previous records are available to the practice.

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## CONSULTATIONS BY APPOINTMENT

Surgery visits are by appointment. This allows time for the doctor (or nurse) and patient to deal with problems without rushing. Under normal circumstances it is usually possible to see the doctor or nurse within 24 hours. Each day there are appointment slots available for booking only on the day. This ensures that urgent cases can be seen when necessary. We always try to ensure an adequate supply of appointments for patients. If you cannot or do not wish to attend a booked appointment, please contact the surgery in good time to cancel it. This allows someone else to use the appointment time.

## HOME VISITS

Home visits to patients are available if medically required. Home visits may be requested by phoning the practice reception. We recognize that it is not always possible to request home visits before 10.30 am. If however it is possible to phone before 10.30 am this is always much appreciated and makes organizing visits much easier.

## OUT OF HOURS SERVICES

When the surgery is closed at night and at weekends, the practice is covered by **GEMS NHS**, a branch of the Health Service which covers the Glasgow area. An answering machine at the surgery will direct you to the GEMS NHS phone number (**111**). Calls to this number are automatically directed to NHS 24. The staff there will take your details and either offer appropriate advice or transfer your details through to GEMS NHS. The NHS 24 website is [www.nhs24.com](http://www.nhs24.com) and their direct phone number is 08454 242424.

GEMS runs fully equipped and staffed out of hours emergency centres around Glasgow. The most convenient centres for the practice are based at **Stobhill Out Patients Department** and **Easterhouse Health Centre**. Most patients are seen at either of these centres, and this is acknowledged as the safest way for an Out-of-Hours service to work. If you wish to be seen, please phone NHS24 in advance. Patient transport is available if necessary. House visits are still available if deemed **medically** necessary

Please only use this service for genuine emergency situations which cannot wait until the surgery opens again.

## REPEAT PRESCRIPTIONS

These can be collected from reception one working day after being requested. Requests can be made by phone or in person at the reception desk. Alternatively repeats can be requested online through EMIS Patient Access. Repeat prescriptions are only given for items which are agreed in advance with the doctor.

## ENHANCED SERVICES CONTRACTED IN 2021 / 2022

During the year 2013/2014, as well as core general medical services, Stepps Sugery provided the following enhanced services:

### **National Enhanced Services**

Near Patient Testing NES

### **Directed Enhanced Services**

Extended Hours DES

Minor Surgery – Injections, but not incisions & excisions DES.

Shingles Vaccination DES

Palliative Care DES

### **Local Enhanced Services**

Enhanced Diabetes Care LES

Pre Chemotherapy Phlebotomy LES

Medicines Monitoring LES

Pneumococcal vaccine for Under 65s at risk LES

Denosumab LES

Carers LES

An updated list of current Enhanced Services is available on the practice website.

**0141 779 4445**

## **SURGERY SERVICES**

The practice offers a full medical and nursing service at times which we hope are convenient to you. If you have any questions or suggestions please tell us or leave a note in the suggestion box which is in the reception area. As well as general medical and nursing clinics we offer the following special services.

### **WELL PERSON APPOINTMENT**

For a general check including blood pressure, cholesterol (if requested or needed) and health and lifestyle advice. These checks are run by the practice nurse. They can also be used for help in stopping smoking.

### **FAMILY PLANNING**

A full family planning service is offered by the doctor or nurse.

### **BABY CLINIC**

Doctor Kennedy runs a regular baby clinic at the surgery to check on the health and development of pre-school children, especially in their most important first year.

### **CERVICAL SMEARS**

These are recommended for all women under the age of sixty. They can be performed either by the doctor or the nurse.

### **PREGNANCY**

Regular ante natal visits are important during your pregnancy to make sure that all goes well. These can be arranged at times to suit you. Please let the practice know when you come home from the hospital.

# STEPPS SURGERY

## CARERS

There is a notice board in the surgery waiting room giving information on services for carers locally. The Princess Royal trust for Carers provides a weekly 'Pampering' and support service in the surgery for carers. Please let reception know if you are caring for an infirm relative or friend.

## COUNSELLING

The Local Health and Care Co-operative organize NHS counseling sessions on referral. Speak to Dr Kennedy if you feel you may benefit from this service. One to one counseling sessions are held in the surgery each week as well as at other local locations.

## OTHER SERVICES

We also offer special services for our asthmatic, diabetic, and blood pressure (hypertensive) patients.

## SCREENING TESTS

We recommend the following regular check-ups which are available free at the surgery.

Blood pressure checks at least every five years over the age of 20.

Cervical smears, for ladies every three years between the ages of 20 and 60. You will be notified if your smear is due.

# PRACTICE COMPLAINTS PROCEDURE

## ● Practice Complaints Procedure

This practice operates a complaints procedure as part of the NHS system for dealing with complaints. It meets the national criteria.

If you have a complaint or concern about any service you have received from a doctor or other member of staff, please let us know as soon as possible.

## ● What the Patient needs to do

Many problems can be sorted out quickly at the time with the person concerned.

However if this is not the case and you wish to make a complaint, we have a clear procedure to help resolve the problem.

Please play your part by informing us as soon as possible - within days or at most weeks of the event.

A detailed complaint must be made within six months of the incident that caused the problem, or within six months of discovering a problem provided this is within twelve months of the incident.

Ask to speak to our Complaints Coordinator (*Dr. or Sr. Kennedy*).

He/she will explain the procedure and you may wish to write in with your complaint or see the Coordinator.

It is a help if you can give as many details as possible.

## ● What the Coordinator will do

He/she will make a full and accurate record of your complaint.

He/she will acknowledge that the complaint has been received within three working days if at all possible.

The Coordinator will then initiate an investigation.

This means finding out what happened and what was thought to have gone wrong. It may seem necessary to disclose certain medical records to a trusted outsider. If this is so, this will be explained and your permission sought.

He or she will provide you with an explanation and a conclusion, and be sure that you receive an apology if this is called for.



- **Complaining of behalf of someone else**

We adhere strictly to the rules of medical confidentiality. So we need written permission of the patient him or herself before disclosing medical details to any other person. If there are problems or uncertainties, the Coordinator will be pleased to help by explaining the procedures we must adhere to.

If you are not happy with the way we are dealing with your complaint, for example, if you think we are taking too long, you can contact the Scottish Public Services Ombudsman.

If the NHS has fully investigated your complaint and you are still not happy, you can ask the Scottish Public Services Ombudsman to consider your complaint further. You should try to contact the Ombudsman no later than 12 months after the event you are complaining about. Sometimes this time limit will not apply—contact the Ombudsman for more information.

The Ombudsman does not take up all cases and will decide whether or not to investigate your complaint further.

The contact is:

**The Scottish Public Services Ombudsman**

**Freepost SPSO**

**Freepost EH641**

**Edinburgh**

**EH3 0BR**

**Phone: 0870 377 7330**

**Online: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)**

**Website: [www.spsso.org.uk](http://www.spsso.org.uk)**

**This is just a brief description of our complaints procedure. Full details are available on our website at [www.steppsurgery.co.uk](http://www.steppsurgery.co.uk) or from the surgery reception desk.**

**There is a Comments and Complaints box in the surgery waiting room area which can also be used for complaints.**

**0141 779 4445**

## *Your Personal Health Information*

To provide you with the care you need, we hold the details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment e.g. G.P, Health Visitor, Practice Nurse. This information may be stored on paper or electronically on computer files by practice staff.

We sometimes disclose some of your personal health information with other organisations involved in your care. For example, when your GP refers you to a specialist at the hospital we will send relevant details about you in the referral letter and receive information about you from them. Our practice also participates in regional and national programmes such as the cervical cytology screening service and your name and address, date of birth and health number will be given to them in order to send an invitation to you. .

We need to use some of your personal health information for administrative purposes. In order to receive payment for services provided to you, we have to disclose basic details about you to the NHS Board responsible for this area and to the Common Services Agency for the Scottish Health Service. These organisations have a role in protecting public funds, and are authorised to check that payments are being properly made. We are required to co-operate with these checks and the disclosure of your data is a necessary part of our provision of healthcare services.

Sometimes, we may participate in studies that are designed to improve the way services are provided to you or to check that our performance meets required standards and benchmarks. Whenever we take part in activities such as these we will ensure that as far as possible any details that may identify you are not disclosed

## STEPS SURGERY

We are sometimes involved in health research and the teaching of student nurses, doctors and other health professionals. We will not use or disclose your personal health information for these purposes unless you have been informed beforehand and given your consent for us to do so.

Where you need a service jointly provided with a local authority we will seek your permission before giving them your details.

Sometimes we are required by law to pass on information e.g. the notification of births and deaths and certain diseases or crimes to the government is a legal requirement.

Our use of your personal health information is covered by a duty of confidentiality, and is regulated by the Data Protection Act. The Data Protection Act gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you.

Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a Code of Practice on Protecting Patient confidentiality. Further information on this can be found at [www.nhs.uk/confidentiality](http://www.nhs.uk/confidentiality).

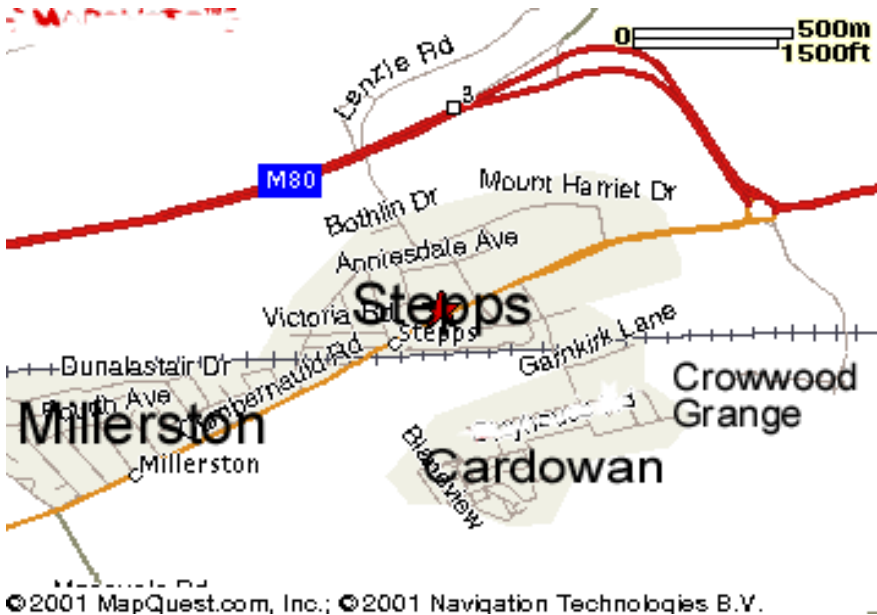
Anyone who receives information from us is also under a legal duty to keep it confidential.

If you have any queries or concerns on how we use your personal health information, or would like to access your information, please contact our Practice Manager.

You now have an 'Emergency Care Summary' which lists all the medications you are taking and any allergic reactions, in case you need treatment when the surgery is closed. If you would like more information, please ask the receptionist for a leaflet.

# Practice Area

The practice accepts patients living in the G33 6.. postcode area.



## Opening Hours:

<b>Monday</b>	8.30 – 1.00 3.00 - 6.00
<b>Tuesday</b>	8.30 - 4.00
<b>Wednesday</b>	8.30 - 1.00 3.00 - 6.00
<b>Thursday</b>	8.30 - 1.00 3.00 - 6.00
<b>Friday</b>	8.30 - 1.00 3.00 - 6.00

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