

## Welcome to Whinpark Medical Centre



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### NEWS & ISSUES

The practice will close at 12.30pm on the following date due to our Staff Training.

- 31 August 2011

Should you require a doctor at these times please call The Out Of Hours Service on 08454 24 24 24.

[More news here »](#)



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Tel: 08454 242424  
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6 Saughton Road, Edinburgh, EH11 3RA

### CONTACT US



Tel: 0131 455 7999  
8.00am to 6.00pm Monday to Friday

### Out of Hours' Emergencies

Tel: 0131 455 7999 or 08454 24 24 24

### When the Practice is closed

Should you require a doctor at these times please call the Out Of Hours Service on 08454 24 24 24.

### IMPORTANT NOTICE

The Practice computer system is being replaced between 3rd - 17th August

[Read more »](#)

### QUICK LINKS

[Order repeat prescriptions online »](#)



[News & Issues »](#)



[Send us your feedback »](#)



[See location map »](#)





## Location

Whinpark Medical Centre  
6 Saughton Road  
Edinburgh  
EH11 3RA  
Tel: 0131 455 7999

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## Registering with the Practice

Registration forms can be obtained from the reception desk. The receptionists can help you with any queries you may have. Please ask them if you need help to complete your form.



### New patient medical

If you have just joined the practice, it may be a few months until we get your previous medical records. It is, however, very useful for us to know a bit about your medical history while we are waiting for your notes to arrive. To help with this you will be asked to have a new registration medical; this is usually performed by the nurse and mainly involves asking you questions about your past and present health.

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## Repeat Prescriptions

If you are on long-term medication your prescription may have a list of your medications on the right hand side. You may use the tick boxes to re-order your medication by handing the list to one of the local chemists or to Whinpark.

If you are cleared to order direct, please use the link below to order your medication online. We cannot accept prescription requests by telephone. Please allow 48 hours for us to process your request.

If you wish a local pharmacy to collect your prescription please state in the comments box which pharmacy. Please allow an extra day if you have asked for your prescription to be collected by a local pharmacy.



[Click here to order your repeat prescription online >>](#)



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## Clinics and Services

### Antenatal - Midwives phone number - 0131 537 7115

The antenatal clinic is run by Dr McHale and Dr McCrone in conjunction with the midwives from the Reproductive Health Department at the new ERI. The clinic looks after pregnant patients from early pregnancy up until delivery.

### Clinics For Children Under Five Years

There are five clinics for children under five years. These are:

- **Monday 9.30am - 11.00am**  
Well baby drop-in clinic for weighing/general advice, no appointment needed. No doctors available at this clinic
- **Tuesday 9.30am - 12noon**  
Immunisation clinic, appointment needed (health visitor)
- **Tuesday 1.30pm - 3.30pm**  
Child development clinic, appointment needed (doctor)

The health visitors and midwives also run a series of parentcraft classes throughout the year for new parents.

### Asthma Care

This is provided by our nurse practitioners, Lyndsay Harrison and Jacqui Mason, to help asthmatic patients monitor their conditions properly and to choose the best form of treatment for their individual circumstances.

### Wart Clinic

We have the apparatus to treat many stubborn warty conditions that formerly would have required referral to hospital.

### Smoking Cessation Clinic

Advice and support is available for those who wish to stop smoking. Contact reception to make an appointment.

### Well Person Appointments

Any patient wishing to have a well person check should make an appointment through reception with one of the nurse practitioners.

### Minor Surgery

Several of the doctors, and in particular Dr Wink and Dr Sayers, perform a number of minor operations in our treatment room suite.

### Family Planning Clinic

All the doctors and nurse practitioners in the practice are pleased to help patients with their family planning requirements including pre-conceptual advice. We can fit coils and Implanon. We can also offer advice on emergency contraception.

### Travel Clinic

The treatment room nurses run a travel clinic on Monday and Thursday afternoons. There is a charge for providing travel advice.

### Drug Users

General medical services only will be provided to drug users. The partnership has decided not to provide drugs to these patients and will refer them to specialist drug agencies provided by Lothian Health.

### Cancer Support

Elizabeth Glover offers support to anyone who has been diagnosed as having cancer or to relatives of cancer sufferers. Contact can be made directly with Mrs Glover at the practice number or through a doctor.

### Diabetic Clinic

Patients who are diabetic and who are not on insulin may be managed at our diabetic clinic which is run by Dr Abushal. There is also a diabetic nurse in attendance to give advice.

### Physiotherapy Clinic

Patients are able to self-refer to the physiotherapy services. Forms can be collected from the receptionists at the front desk.

### Counsellor

Hilary Brown is a fully trained counsellor and works part time in the practice seeing patients who are referred by their doctor for help with issues such as bereavement, difficult life experiences and stress management.

### **Coronary Heart Disease Clinic**

This clinic is led by Dr Sayers and Dr McCrone. It offers regular follow-up and screening to patients. Patients will be called for review.

### **Keep Well Clinic**

Keep Well is a health programme designed to help you keep as well as possible. Health checks may be offered to patients aged 45 - 64 to look for any warning signs of conditions such as heart disease or diabetes developing. Leaflets giving more information are available in the waiting rooms.



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## News & Issues

### New Appointment System

We have introduced a new appointment system at the practice. You are now able to book an appointment with a Doctor up to two weeks in advance. We also have Same Day Appointments with a clinician, which can be booked on the day if you are unable to wait to be seen.

### Early Morning Opening

We are now open at 7am on a Tuesday morning for appointments that are already booked. These can be booked through our normal booking system.

We are not open for booking appointments, prescriptions, emergencies or telephone calls until the normal opening time of 8am.

### PLT (Protected Learning Time)

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### Public Holidays 2011 - 2012

The Practice will be closed on the following dates for Public Holidays.

- Mon 19th Sept
- Mon 26th Dec
- Tue 27th Dec
- Mon 2nd Jan 2012
- Tue 3rd Jan 2012

Please ensure that you have enough medication to cover you over the holiday period.

If you require a doctor over the holiday periods please call the Out Of Hours Service on 08454 24 24 24

### Carers

Do you provide unpaid help or support to a relative, friend or neighbour who cannot manage to live independently without your help? If so please inform any member of staff as we may have information relevant to you or the person you care for including support services and benefits you may be entitled to.

Please ask at reception to speak to Morag and remember to keep reading the dedicated notice board for carers in waiting room 1 for the latest up to date information.

If you would like to request a Carer's Assessment please contact Social Care direct on 0131 200 2324 or e mail [socialcaredirect@edinburgh.gov.uk](mailto:socialcaredirect@edinburgh.gov.uk).

The following websites may also be useful to you:

- [www.carersuk.org](http://www.carersuk.org)
- [www.carerscotland.org](http://www.carerscotland.org)
- [www.vocal.org.uk](http://www.vocal.org.uk)
- [www.edinburghcarerscouncil.co.uk](http://www.edinburghcarerscouncil.co.uk)
- [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk)

### Scottish Bowel Screening Programme

Did you know Bowel cancer is the third most common cancer in Scotland?

- Every year, 3500 people in Scotland are diagnosed with the disease?
- Every year, 1600 people die from bowel cancer in Scotland?
- Men have a higher risk than women?
- Early detection gives a better chance of cure?

Bowel screening prevents deaths from bowel cancer by finding and treating it early?

The Scottish Bowel Screening programme which is due to commence in May 2008 in Lothian will invite men and women aged 50-74 years to take part in screening every two years. Testing kits will be sent to patients' home addresses so it is vital that you keep us informed of your latest address.

The screening test looks for hidden blood in the bowel motion and is very easy to do. Test kits suitable for patients with disabilities are available on request. The test is then returned to the Scottish Bowel Screening Centre in Dundee.

If the test is abnormal, the patient will be contacted directly by the Bowel Screening Service who will arrange an appointment to explain the next stage of the test. There will be an option of a clinic or a telephone consultation. Colonoscopy is then the usual investigation as it is most effective for detecting bowel cancer. Patient's GPs will be informed of all abnormal test results.

For further information go to [www.bowelscreening.scot.nhs.uk](http://www.bowelscreening.scot.nhs.uk) or call the helpline on 0845 270 0030.

**Remember screening saves lives - don't be embarrassed about it!**

**IF YOU HAVE SYMPTOMS MAKE AN APPOINTMENT TO SEE YOUR GP - DON'T WAIT FOR THE TEST.**

### **Keep Well Project**

Whinpark is currently one of the pilot practices for a national project called KEEP WELL. We are offering health screening for all our patients aged 45-65 so if you haven't received an invitation for this, one should be arriving soon. This, in the long term, is to try to improve health in Scotland and already we have patients who have benefited from advice or treatment through their Keep Well Appointments.

### **Make the Best Use of Your Pharmacy**

Many pharmacies now offer a wide range of services which you may find beneficial and most are open 6 or 7 days a week. Pharmacists are able to advise you on choosing and using medicines; they can help you if you have problems using eye drops, inhalers, opening tablet bottles and so on. They can also offer advice on diet, exercise and support in giving up smoking. They may also offer services like cholesterol testing or blood pressure monitoring. Many pharmacists also keep records of patients' medicines and can monitor your medication if you are on them long-term. Pharmacists can also help with disability aids.

A number of our local colleagues can collect your prescription from the surgery and deliver medicine to your home.

Why not find out what your local pharmacy can do for you?

## Contact Us

**Address:**

6 Saughton Road,  
Edinburgh,  
EH11 3RA

**Tel:** 0131 455 7999

**Fax:** 0131 455 8800

**[Location >>](#)**

If you wish to speak to a particular doctor on the telephone to discuss a problem, the receptionist will be able to tell you at what time the doctor will be available. If you have a problem (such as a cut or a sting) that might be helped by the nurse, please come to the reception desk and the treatment room nurse may be able to see you.



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## Disclaimer

### Accuracy

This internet site has been developed with the intention of providing information only. Whilst all attempts will be made to maintain accuracy and validity, the Practice accepts no responsibility for events arising from use of the information provided. Although the advice for patients is as comprehensive and accurate as possible, it is only general and should not be used as a substitute for the patient consulting their own doctor.

### Availability

We cannot guarantee uninterrupted access to this website, or the sites to which it links. We accept no responsibility for any damages arising from the loss of use of this information.

### Links

All links from this website are provided for information and convenience only. We cannot accept responsibility for sites linked to, or the information found there. A link does not imply an endorsement of a site; likewise, not linking to a particular site does not imply lack of endorsement.

### Medical Information on the Internet

If you use the Internet for medical information:

- Always look for a balanced view - not just one site.
- Remember that anyone can publish anything on the Internet.
- Make sure the authors and their qualifications are listed.
- Look at what other reliable information the site refers to.
- Check that the site is regularly updated.
- Look for advertising which might influence the information on the site.
- Avoid online consultations or diagnoses.
- Check on privacy and confidentiality.
- Sites from outside the UK may mention treatments that are not available here.



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## Disabled Access



Whinpark Medical Centre has easy access for wheelchairs and there are no steps. There are two designated bays in the car park for the use of disabled patients. All surgeries are on the ground floor and there is a disabled toilet. There is also a nappy changing area. A loop system is available for use if you are hearing impaired.



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## Appointments

Consulting at Whinpark Medical Centre is by appointment. Appointment times range between 8.00am and 6.00pm Monday to Friday. Appointments can be made at the reception desk or by telephoning from 8.00am to 6.00pm. Please remember that appointments are 10 minutes long and the doctor may only be able to deal with one problem during this time. If you have several complaints or feel that your particular problem is more complex, it may be more appropriate to ask for a double appointment.

You can see any doctor of your choice. However, if at all possible, we would encourage you to try and see the same doctor for every consultation.

A nurse practitioner is available throughout the day to give advice or help decide if you should have an emergency appointment or visit. If you feel unwell and feel you need to be seen the same day, please try and phone as early in the day as possible. You may be asked to attend an emergency surgery to see a clinician. These surgeries can be extremely busy and you should be prepared to wait.

If you wish to speak to a particular doctor on the telephone to discuss a problem, the receptionist will be able to tell you at what time the doctor will be available. If you have a problem (such as a cut or a sting) that might be helped by the nurse, please come to the reception desk and the treatment room nurse may be able to see you.



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## The Doctors

### **Dr Lyndsey Morag Myskow** BSc MBChB DCH Cert FPA

First registered as a general practitioner in 1979 at Edinburgh University. Dr Myskow is a trained sex therapist and also works in this capacity at the Royal Infirmary. She has family planning experience and fits coils and Implanon. She is a clinical tutor for Edinburgh University and teaches medical students in conjunction with Dr McHale.

### **Dr Sharon McHale** MBChB DCH DRCOG MRCGP DFFP

Dr McHale qualified at Edinburgh University and became a registered medical practitioner in 1988. Her particular interests are children, women's health and family planning. She runs the antenatal clinic in conjunction with Dr McCrone and is responsible for supervising the staff of the medical centre. A clinical tutor for Edinburgh University, Dr McHale teaches medical students in conjunction with Dr Myskow.

### **Dr Robert Crawford Marchant Wink** BSc (Hons) MBChB

First registered as a medical practitioner in 1991 at Edinburgh University. In addition to general duties in the practice, Dr Marchant Wink carries out minor surgery. He has a particular interest in hypnosis, dermatology and respiratory medicine.

### **Dr Joanne Lesley McCrone** MBChB DRCOG MRCGP DFFP

Dr McCrone qualified at Edinburgh University and became a registered medical practitioner in 1997. She has an interest in paediatrics. She holds a certificate for minor surgery and also has an interest in women's health and family planning. Dr McCrone is involved in the child health surveillance clinic, antenatal clinic and the coronary heart disease clinic.

### **Dr Steven James Sayers** MBChB MRCGP DFFP

Dr Sayers qualified at Edinburgh University in 1997. He has been a member of the Royal College of General Practitioners since 2002. Dr Sayers has an interest in hypnosis, minor surgery, child health, sexual health and family planning. He is a trainer in general practice.

### **Dr Sammi Abushal** MBBS MRCGP DFFP

Dr Abushal qualified at Newcastle University in 2000 and became a member of the Royal College of General Practitioners in 2004. He has an interest in diabetes, family planning and patients with learning disabilities and also holds certificates in managing drug misuse in primary care and minor surgery.

### **Dr Ceri Cashell** MBChB MRCP(2002) MRCGP(2004) DCH DFFP.

Dr Cashell qualified from the University of Dundee in 1998. She completed her training in General Practice at Whinpark in 2004. She has an interest in women & children's health and mental health.

## REGISTRARS

Each year we normally have an assistant GP attached to the practice. He or she is a fully qualified doctor with at least three years' hospital experience. The Registrar is with us for 12 months learning to adapt his or her knowledge and skill to general practice in a modern setting. We have been appointed as a training practice since 1975.

## MEDICAL STUDENTS

The practice has a commitment to teaching medical students from Edinburgh University. You may be asked to participate in teaching sessions run by Dr Myskow and Dr McHale.



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## Practice Staff

### Associate Business Partner

**Hilary Scott** (BA, Cert Ed (Prim)) is the associate business partner with overall responsibility for financial issues and management of the practice.

### Receptionists

There are several receptionists at the medical centre. Their job is to enable you to get the best service from us. They may have to ask you for some details of your medical condition, but remember they are only doing that so that they can arrange for you to be seen in the quickest and most appropriate manner.

### Secretaries

There are two secretaries who beaver away behind the scenes with all the correspondence that is needed to ensure the practice can work effectively.

### Nurse Practitioners

There are two nurse practitioners: **Jacqui Mason** (RGN, BSc) and **Lyndsay Harrison** (RGN). They operate the triage system throughout the day where patients are able to discuss their symptoms with the nurse practitioner who can then give advice, slot patients in for an appointment either with the doctor or nurse, or arrange a prescription or a home visit. The nurse practitioners also run their own minor illness surgeries and can see patients with coughs, colds, cystitis and so on. They are also able to advise on family planning.

### Treatment Room Nurses

The treatment room is run by two nurses: **Erica Mackie** (RGN, RM) and **Lorna Smith** (RSCN, RGN). Open between 8.00am and 6.00pm Monday to Friday, it is run on an appointment system although emergencies are seen. Minor ailments and injuries are treated, and clinics are run for holiday immunisations, cervical smears and minor operations. Appointments are made through reception. Helen Wilson, Suzanne Mitchell and Susan Todd are phlebotomists and are available for blood tests throughout the week.

### District Nurses - 0131 455 5267 (Mon -Fri), 0131 346 2644 (Sat - Sun)

The district nursing team consists of five nurses under **Elaine Torrence** BSc (District Nurses) and **Heather McCulloch** (District Nursing). They provide nursing and health care in the community, normally in the patient's own home. Referrals can be made via the GP or directly through reception by the patient or the carer.

### Health Visitors - 0131 455 5299

There are three health visitors: **Amber Mackintosh** (BSc, RGN, RM, HV), **Megan MacKenzie** (BSc, RGN, RM, HV) and **Anne Wilson** (MA, BA, RGN, RHV), a health assistant and a children's nurse. The health visitors are qualified and experienced nurses who also have a specialised degree/diploma in community health. They work with people of all ages. But predominately the under 5s and young families. The health visitors are available Monday to Friday 8.30am - 5.00pm. To make an appointment telephone 0131 455 5299. Messages can be left on the answerphone.



## Medical Emergencies

In the event of an acute medical emergency, ie. one which is a **matter of life or death only**, please phone **0131 443 2397**. This is a dedicated phone line which will be answered immediately and should not be used under any other circumstances.

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## Healthy Living

It's easy to take your health for granted.

By following a healthy lifestyle you can reduce the risk of getting seriously ill. You will feel better and it will help improve your immune system.

### ALCOHOL

In small quantities, alcohol can actually be beneficial to health. In large quantities, on a regular basis, it can have a very serious negative effect on health. At one extreme it can kill. CIRRHOSIS of the liver, for instance, is killing an increasing number of people, as are drivers who are over the limit.



- An accepted safe limit is 21 units a week for men and 14 units for women, a unit being approximately a glass of wine, half a pint of beer or a single measure of spirit
- This recommended maximum presumes that the consumption is spread throughout the week and not consumed all at once in a 'binge'

### SMOKING

- Over 100,000 people die each year in the UK from smoking-related diseases
- Every cigarette you smoke can shorten your life by an average of five and a half minutes
- Babies of smokers are, on average, 200 grammes smaller than those of non smokers
- Smokers smell!



### HOW TO GIVE UP

Stopping smoking is all about motivation. Without the real desire to give up you are unable to succeed. You must want to give up rather than feel you should give up.

- Set a date a week or so in the future when you intend to stop.
- Tell all your friends, relations and work colleagues that you're giving up on that day and ask for their support and encouragement. If at all possible, find someone to give up with you.
- When the big day comes, plan it carefully with plenty to keep you occupied. Avoid situations where the desire to smoke will be strongest such as whilst drinking.
- Finally, carefully put the money you would have spent on cigarettes on one side, each day, to save up for some special treat as a reward.

If you've tried everything and failed but are still keen to give up, seek help from your doctor.

### DIET

If your diet is lacking, your body has ways of letting you know, for example, you may be overweight or underweight or you may have a spotty complexion or constipation. Ultimately, a bad diet can lead to serious problems such as heart disease.

- A good diet helps fight off disease and makes you look and feel good



To find help from a nutritionist try [www.nutritionist-resource.org.uk](http://www.nutritionist-resource.org.uk)

### EIGHT WAYS TO KEEP HEALTHY

#### Blood Pressure

Has yours been checked in the past five years?

#### Overweight

Some people are overweight - others are "undertall". Chances are you weigh more than you should.

#### Smoking

More and more people are giving up smoking. There are various programmes available to help you give up.

#### Exercise

Regular exercise has both physical and mental benefits.

#### Relaxation

Tension and anxiety can be helped by a psychologist or counsellor.

#### Alcohol

Can make a good servant but a bad master.

#### Cervical Smears

We recommend women should have regular three yearly cervical smears.

#### Tetanus Prevention

We will check if you are immune and bring your cover up to date.

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### NEWS & ISSUES

The practice will close at 12.30pm on the following date due to our Staff Training.

- 31 August 2011

Should you require a doctor at these times please call The Out Of Hours Service on 08454 24 24 24.

[More news here »](#)



Health Information in other languages at [NHS Choices](#) website



Tel: 08454 242424  
[www.nhs24.com](http://www.nhs24.com)

## House Calls

For emergency house calls please telephone 0131 455 7999 day or night. If you telephone after 6.00pm you will be asked to telephone one further number so have a pen ready. When you telephone that number you will get straight through to the out-of-hours service.

Please try to come to the medical centre if possible - it is easier to examine you there and we can see more patients in a given time. However, if you wish feel that you need a non-urgent house call, please telephone between 8.30 and 10.00am. If you wish to see a particular doctor tell the receptionist. Please try to telephone before 10.30am. Non-urgent house calls received after that time may not be done until after the afternoon and evening surgeries.



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## Fees for Private Work

Please remember that some reports, certificates and medical examinations are not covered by National Health Service arrangements. You will be charged for such services and full payment must be received before the work can commence.

There is a list of fees at reception.

Driving medicals and insurance medicals need special appointments. Please bear in mind that legal and other reports may take some time to prepare.



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## Out of Hours Service

Telephone: 0131 455 7999 or 08454 24 24 24



Out-of-hours service is covered in Lothian by NHS 24 which is a 24 hour telephone nurse consultation and health information service. NHS 24 is integrated with NHS Lothian's out-of-hours services, the Scottish Ambulance Service, plus local accident and emergency departments across Lothian and can pass patient information directly to these services.

If a medical problem arises between the hours of 6.00pm to 8.00am weekdays or at the weekend between 6.00pm on a Friday to 8.00am on a Monday morning and you feel it will not wait until normal hours, you should telephone Whinpark Medical Centre (have a pen ready as the answerphone will give you the out of hours number) or NHS 24 direct. The staff on duty will give advice, arrange to see you at one of the out-of-hours centres or arrange a home visit as appropriate. NHS 24 is also available throughout the day for general medical advice.



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## Practice Policies

### Zero Tolerance

A GP can remove you from the practice list at any time and does not have to give a reason. This is rare and usually only happens if a patient has been abusive or violent. We may also remove you from the practice list if you persistently miss appointments but we will warn you before we do this.

### Freedom of Information

The Freedom of Information (Scotland) Act 2002 came into force on 1st January 2005 and enables any person requesting information from a public body to receive that information, subject to certain exemptions. This is to encourage public authorities (including GP Practices) to be more open and accountable and organise their information in an efficient and accessible way.

*This excludes personal data.*

The Practice Publication Scheme Document is available to view; please contact the business manager for more information.



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## Practice Charter

### PATIENTS' RESPONSIBILITIES

You can help yourself and health service staff by doing the following:

- Be on time for appointments
- Tell us if you cannot keep an appointment
- Tell us if you move home or change telephone number
- Use emergency services responsibly
- Treat healthcare staff politely
- Pass on your comments to healthcare staff
- Take care with medicines. Do not use medicines which are out of date - your pharmacist can safely get rid of these for you
- Share responsibility for your own health
- Carry an organ donor card

### PATIENTS' RIGHTS

Everyone has certain rights covered by the NHS Patient's Charter. You have the right to:

- Receive information on health services, including quality standards and waiting times
- Receive treatment regardless of your race, sex, age, disability or income
- Have your treatment explained to you
- Refuse to be treated in the presence of students or to be involved in medical trials
- Have a relative or friend with you and
- Have access to an interpreter or signer

### COMPLAINTS

If you have any complaints about the service at Whinpark Medical Centre please obtain a practice complaints procedure leaflet from our reception desk. Any comments you might have may be posted in the prescription box at the front desk or you can use the [online form](#).

### CONFIDENTIALITY AND HEALTH RECORDS

You have the right to see your health records and for them to be kept confidential. All staff at Whinpark Medical Centre are strictly bound by a duty of confidentiality towards patients and all patient-related information. Information should only be given to people involved in your care and only if you have given your permission. Information is only given without your permission in exceptional circumstances.

If you wish to see or obtain a copy of your information, you should contact the business manager or ask for a leaflet from the receptionists. They will explain how to access your record. There may be a charge involved. We are also registered with the Data Protection Register to safeguard all the information we hold.



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## Travel Health

It is always a wise precaution to pack some essential items in case of illness on holiday. Do choose medicines according to your needs and the country you are visiting. If you take prescription medicines regularly remember to pack them too.



### HOLIDAY KIT

- Paracetamol
- Travel sickness tablets
- Plasters
- Rehydration solutions such as Dioralyte
- Anti-diarrhoeal, eg Imodium
- High factor sunscreen; calamine lotion

### IMMUNISATION

- Always check whether you need any immunisations or malarial tablets before you travel
- Seek advice well in advance in case you need a course of injections

### OTHER ESSENTIALS TO PACK

- Anti-malarials
- Water purification tablets
- Insect repellent
- Condoms/ other contraceptives

### MEDICAL INSURANCE

- Arrange medical insurance
- Obtain a form E111 from the Post Office if you are travelling in Europe. This will entitle you to free or reduced cost medical care within the EU. Take the form with you on holiday. (Care can still be very expensive even with an E111 form.)



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## Useful Contacts

### Finding a doctor

For help in finding a GP or exemption from NHS charges or pre-payment certificates and medical cards, please contact:

NHS National Services Scotland  
Practitioner Services (medical)  
PO Box 17363  
Edinburgh, EH12 1ET

Telephone: (0131) 275 7038

### Finding a dentist

For lists of dentists in your area, please contact:

Primary & Community Division  
Pentland House  
(Ground Floor)  
47 Robb's Loan  
Edinburgh, EH14 1TY

Telephone: (0131) 537 8424/44

### Advice and information

Lothian Health Council is an independent watchdog offering advice and information on the NHS. They also offer support at any stage of a complaint.

For more information you can contact them at:

Lothian Health Council  
21 Torphichen Street  
Edinburgh, EH3 8HX

Telephone: (0131) 229 6605  
Fax: (0131) 229 6220

Their offices are open from 9.00am to 5.00pm Monday to Friday. They have an answering service at all other times.

Email: [Lothianhealthcouncil@cableinet.co.uk](mailto:Lothianhealthcouncil@cableinet.co.uk)  
Website: [www.lhc-online.org](http://www.lhc-online.org)

They will deal with all your questions confidentially.

Advice and information is free of charge.

### Other local services

[Click here](#) to search Neighbourhood Professionals for local services.

