

DR EGERTON AND PARTNERS

Practice Leaflet 2026



Welcome to our practice. We are committed to delivering safe, accessible, and person-centred healthcare for all.

Address: Kirkcaldy Health Centre,
Whyteman's Brae, Kirkcaldy, KY1 2NA

Tel: 01592 642178

Website: [Doctors Egerton, McCrickard, Duggan, Mac Kernan, Walker, Malecki & McSheaffrey | NHS Scotland](#)



Key Information

Opening Hours	GP Partners
Monday 8am-6pm	Dr Joan Egerton
Tuesday 8am-6pm	Dr Glyn McCrickard
Wednesday 8am-6pm	Dr Wayne Duggan
Thursday 8am-6pm	Dr Evan Mac Kernan
Friday 8am-6pm	Dr Steph Walker
Saturday Closed	Dr Catriona Malecki
Sunday Closed	Dr Simon McSheaffrey

Practice Manager

Chris Deas

Office Managers

Lynn Hunter & Lindsay Mitchell

Administrative/Reception Team

Wendy, Nikki, Trish, Jo, Pamela, Gillian

Practice Nurses

Elaine Mitchell and Yvonne Tylor



Appointments

Booking an Appointment

To make an appointment at the surgery, patients can:

- Telephone during normal opening hours on 01592 642178
- Attend in person at reception.

Appointments are available Monday to Friday, morning, and afternoon, with our GPs, practice nurse, diabetic nurse, and phlebotomist.

Patients may also request a telephone consultation.

Based on the information you provide, our team will triage your request and direct you to the most appropriate healthcare professional. This ensures timely and effective care.

Translation services

If you require translation or interpreting support during your appointment, please let us know in advance. The practice has access to professional translation services.

Chaperone

A chaperone is an impartial observer present during an intimate examination.

If you would like a chaperone at your appointment, please tell the receptionist when booking.

For any appointment involving an intimate examination, the clinician will offer you a chaperone.

Cancelling an appointment

If you are unable to attend, please contact us as early as possible so we can offer the appointment to another patient.

You can cancel by:

- Telephoning the surgery during normal opening hours
- Coming into the practice

Prescriptions

Patients may request repeat prescriptions by:

- **Written request** handed in at reception (please include full details of each item)



- **Telephone request** – *only available for our registered housebound patients.*
- **Online** via our practice website

We aim for prescriptions to be available at your nominated pharmacy within 72 hours.

Phlebotomy clinics

You can book your blood test, if arranged via GP, using the following methods:

- Telephone during normal opening hours on 01592 642178
- Attend in person at reception.

Due to laboratory restrictions, bloods must be taken before 4.15pm.

Comments, suggestions, compliments, feedback, and complaints

We believe that clear and open communication helps resolve most issues quickly and easily. If you have any concerns or feedback, please ask to speak to our Practice Manager.

Your feedback helps us improve and ensures you have a positive experience at our practice.

Zero tolerance

At Dr Egerton & Partners, we are committed to providing a safe and respectful environment for patients and staff.

We operate a **zero-tolerance policy** towards all forms of abuse, violence, discrimination, or harassment.

This applies to everyone—patients, visitors, and staff.

Any behaviour that compromises the safety or dignity of others will not be tolerated and may result in restrictions to our services.

Thank you for your understanding and cooperation in helping maintain a caring, respectful environment.

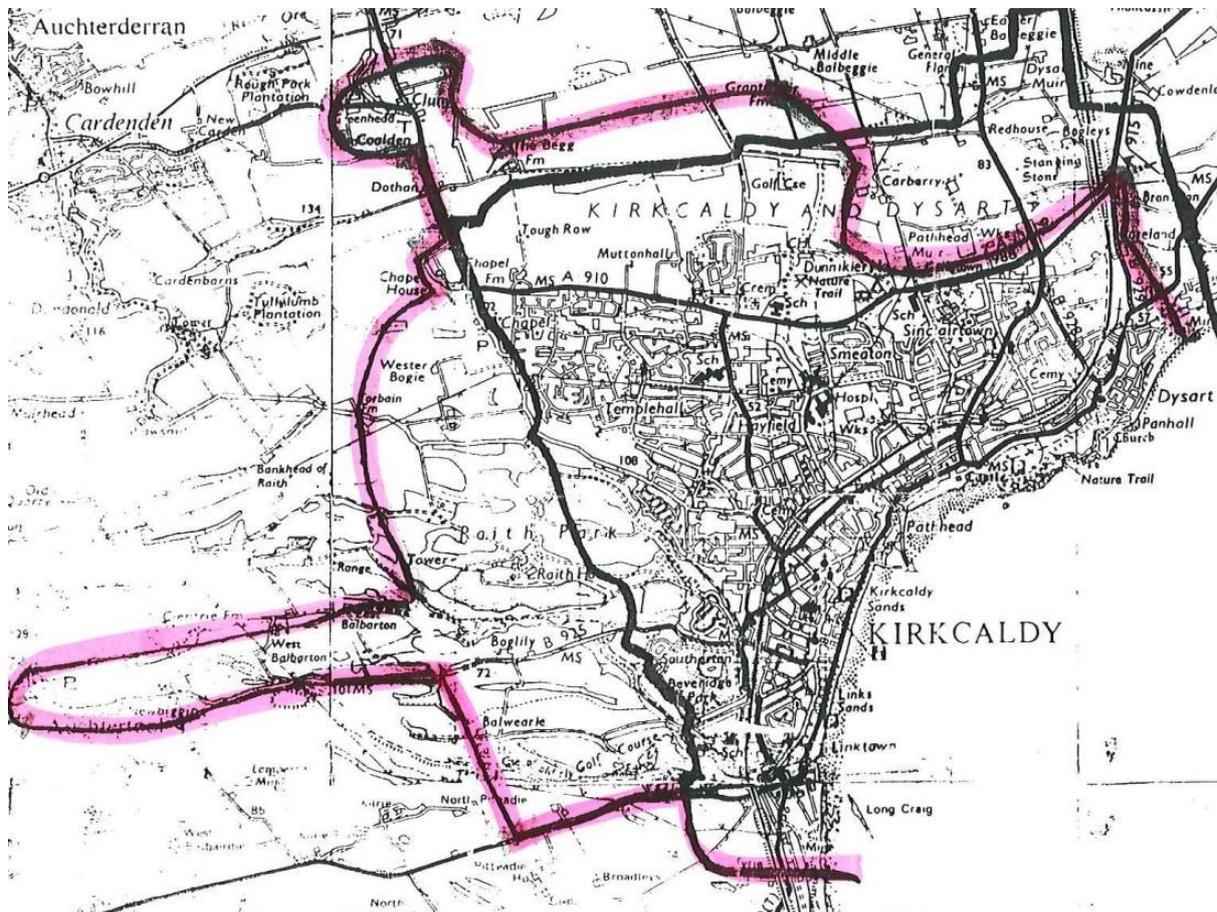
GP Out of Hours

For health information or advice during out of hours, call 111 or use 111.nhs.uk in the case of a life-threatening emergency, phone 999.



Registering at our practice

To register, you must live within our practice boundary (see map below).



Paper registration forms can be collected from reception.

Once your registration has been processed that means you have been successfully registered at the practice, you will receive a letter or a text message which will ask you to book an appointment for a new patients check with one of our nursing team.

Changing your details

It is important that your contact information is kept up to date.

You can update your name, address, or contact details via:

- A telephone call to our reception
- In person at reception

If you have moved outside our practice boundary, you will need to register with a GP near your new address.



Data Protection

The practice is committed to maintaining the security and confidentiality of patient records. We ensure that personal information is not shared with any third party without your consent, unless legally required.

Accessibility

We aim to make our practice accessible to everyone.

Our facilities include:

- Step-free access to the building
- Accessible toilets
- Hearing loop system at reception
- Assistance available for patients with visual or hearing impairments

If you require any additional support to attend your appointment, please let our reception team know—we are here to help.

Home Visits

Home visits are reserved for patients who are medically housebound or whose health condition means they are unable to attend the practice.

If you feel you require a home visit, please phone the practice before 10:00am.

Your request will be triaged by a clinician, who will assess whether a home visit is appropriate or if another form of care is more suitable.

Please note that home visits take significantly more time than surgery appointments, so we ask patients to attend the practice whenever possible.

Routine Problems

- GP appointments
- Practice nurses & pharmacists.
- Repeat prescriptions.

Urgent Problems (same day)

- Telephone triage with a clinician or Face to Face
- On-the-day appointments (when appropriate)
- NHS 111 for advice when we are closed.



Emergency or Life-Threatening Symptoms

Call 999 or go to A&E immediately if you experience:

- Chest pain or suspected heart attack
- Stroke symptoms
- Severe difficulty breathing
- Heavy bleeding
- Loss of consciousness
- Major trauma

If you are unsure which service you need, call 111 for guidance.

Patient Responsibilities

As a patient of our practice, you play a significant role in helping us provide safe, effective, and timely care. We kindly ask that you attend appointments on time or let us know as early as possible if you need to cancel or rearrange.

Please provide accurate and up to date contact information and inform us promptly of any changes.

Treating our staff and other patients with courtesy and respect helps us maintain a welcoming and supportive environment for all.

We also encourage you to follow the advice and treatment plans agreed with your clinician and to use NHS services responsibly, including seeking urgent or emergency care only when appropriate. Together, we can ensure the best possible care for you and our community.