

DR EGERTON & PARTNERS

PRACTICE INFORMATION

A practical guide to our services,
appointments and patient care

Kirkcaldy Health Centre
Whyteman's Brae, Kirkcaldy, KY1 2NA
Website: <https://egertonandpartners.gp.scot/our-practice>

01592 642178

Open Monday to Friday, 8.00am to 6.00pm

NHS 24: 111 | Emergency: 999



Welcome to our practice

This guide explains how to access our services and what you can expect from us.

CONTACT

01592 642178

OPEN

Monday to Friday
8.00am to 6.00pm

URGENT HELP

NHS 24: 111
Emergency: 999

Opening hours

Monday	8.00am to 6.00pm
Tuesday	8.00am to 6.00pm
Wednesday	8.00am to 6.00pm
Thursday	8.00am to 6.00pm
Friday	8.00am to 6.00pm
Saturday and Sunday	Closed

Please keep this guide for reference.

If you need this information in another format or language, speak to our reception team.

Our practice team

TEAM

02

The people supporting your care.

GP partners

Dr Joan Egerton | Dr Glyn McCrickard | Dr Wayne Duggan
Dr Evan Mac Kernan | Dr Steph Walker | Dr Catriona Malecki
Dr Simon McSheaffrey

Management

Practice Manager: Chris Deas
Office Managers: Lynn Hunter and Lindsay Mitchell

Administration & reception

Wendy, Nikki, Trish, Jo, Pamela and Gillian

Practice nurses

Elaine Mitchell and Yvonne Tylor

Appointments

ACCESS

03

How to book, what happens next and how to cancel.

Book an appointment

Telephone 01592 642178 during normal opening hours or attend reception in person.

For same day appointments, call or visit the reception from 8am.

Available services

Appointments and clinical advice are provided by the most appropriate member of the practice or wider healthcare team. Depending on your needs, this may include a GP, practice nurse, pharmacist, mental health nurse or another healthcare professional

Triage

Our reception team may ask for brief information about your request. This helps us direct you safely to the most appropriate healthcare professional or service. Information provided to our staff is treated confidentially.

Translation services

Please tell us in advance if you require professional translation or interpreting support during your appointment.

Cancelling

Contact us as early as possible so the appointment can be offered to another patient. Cancel by telephone or in person at reception.

Chaperones & prescriptions

Support during examinations and ways to order repeat medication.

Chaperone

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

If you would like a chaperone, tell the receptionist when booking.

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

Repeat prescriptions

- Written request handed in at reception, including full details of each item
- Telephone request, only for registered housebound patients
- Email our repeat prescription mailbox:
fife.egertonprescriptions@nhs.scot

Allow three working days for prescriptions to reach your nominated pharmacy. Order in good time and allow additional time around weekends and public holidays

Blood tests & home visits

Important arrangements for two commonly requested services.

Phlebotomy clinics

Blood tests must be requested by an appropriate healthcare professional. If the practice has asked you to arrange a blood test you can book via telephone or at reception.

Book by telephone on 01592 642178 during normal opening hours or attend reception in person.

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

Home visits

Home visits are intended for patients who are medically housebound or whose health condition means they cannot attend the practice.

Phone before 10.00am. A clinician will triage the request and decide whether a home visit or another form of care is appropriate.

Home visits take considerably more time, so please attend the practice whenever possible.

Feedback & respectful behaviour

Open communication helps us improve services and maintain a safe environment.

Comments, suggestions, compliments and complaints

If you have a concern or feedback, please ask to speak to our Practice Manager.

We welcome comments, suggestions and compliments. If you have a concern or wish to make a complaint, please contact the Practice manager. Our complaints procedure and details of how to submit a complaint are available from reception and on our website.

Your feedback helps us improve and supports a positive experience at the practice.

Zero tolerance

We are committed to a safe and respectful environment for patients and staff.

Abuse, violence, discrimination, harassment or threatening behaviour will not be tolerated. Where behaviour compromises safety or dignity the practice may take proportionate action in accordance with its policies.

Behaviour that compromises safety or dignity may result in restrictions to our services.

Choosing the right care

URGENT CARE

07

Use the level of service that best matches your needs.

ROUTINE

GP appointments
Practice nurses and pharmacists
Repeat prescriptions

URGENT, SAME DAY

Contact the practice during opening hours if you feel your health problem requires urgent, same-day assessment. A clinician may telephone you first and will decide the most appropriate next step.

If you are unsure what help you need contact the practice while we are open or NHS 24 on 111 when we are closed.

EMERGENCY

Call 999 for a life-threatening emergency, including suspected heart attack or stroke, severe breathing difficulty, heavy bleeding, loss of consciousness or major trauma.

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

Registering at our practice

You must live within the practice boundary.

Registration process

- Collect paper registration forms from reception or download a copy via our website
- Return the completed forms for processing
- After registration, you may receive a letter or text asking you to book a new patient check with the nursing team

Practice boundary

You must live within our practice area to register, Please ask reception to confirm whether your address is within the boundary before completing your registration forms.

Your details, privacy & accessibility

Keeping information accurate and making services accessible.

Changing your details

Keep your name, address and contact information up to date. Update details by telephone or in person at reception.

If you move outside our boundary, register with a GP nearer your new address.

Data protection

We keep patient information secure and confidential. Information is used and shared only where there is an appropriate lawful basis, including where necessary for your care.

Our full Privacy Notice is available on the practice website or from reception.

Accessibility

Step-free access
Accessible toilets
Hearing loop at reception
Assistance for visual or hearing impairments

Please tell reception if you need a reasonable adjustment, communication support, professional interpreting, or information in another format or language. Where possible, let us know before your appointment so arrangements can be made.

Patient responsibilities

Working together helps us provide safe, effective and timely care.

1

Attend or cancel

Attend appointments on time or tell us as early as possible if you need to cancel or rearrange.

2

Keep us updated

Provide accurate, up-to-date contact information and tell us promptly about changes.

3

Be respectful

Treat staff and other patients with courtesy and respect.

4

Follow agreed care

Follow advice and treatment plans agreed with your clinician.

5

Use services responsibly

Seek urgent or emergency care only when appropriate.

KEEP THIS GUIDE FOR REFERENCE

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Further information and practice policies

More information is available on our website or from reception, including:

- Practice updates
- Registration
- Repeat prescriptions
- Complaints procedure
- Privacy Notice and confidentiality
- Chaperone Policy
- Accessibility support
- Safeguarding
- Non-attendance policy
- Freedom of Information and Duty of Candour

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