

Community Midwives care for all stages of pregnancy and supervise antenatal clinics.

Podiatrist

Self referral – ask reception staff for details.

Phlebotomist offers routine blood sampling.

Community Link Worker – referral from clinician

Occupational Therapist – referral from clinician

Additional Services

All doctors offer family planning advice, women's health, antenatal care and child health surveillance.

Child immunisation clinics and child health surveillance are held by our Health Visiting Team.

Non NHS correspondence -will incur a fee.

Details displayed at our reception desk.

Private medical examinations are available by appointment.

COMPLAINTS

We hope that you find our services accessible, efficient and appropriate. Unfortunately there may be times when we appear to fail these standards. If you are not happy with your care or would like to comment on our service let us know either through your doctor or the practice manager. We take any complaint seriously and will provide a full reply in accordance with the NHS complaints handling procedure.

PRACTICE AREA

The practice area comprises of ML10 postcodes and restricted ML9 postcodes. Please ask for details.

PATIENTS RIGHTS AND RESPONSIBILITIES

We aim to work with you to provide the best possible medical care for you and your family.

The practice will treat you with respect and remain confidential at all times. We would expect you to keep appointments and inform us of any changes to your contact details.

We have a zero tolerance policy to any abusive or violent behaviour against any staff and patients.

GENERAL DATA PROTECTION REGULATION

The practice complies with Data Protection and Access to Medical Records Legislation

We take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure and confidential. In order to find out more about current data protection legislation and how to process your information. Please visit the Data Protection Notice on our website.

HEALTH BOARD

NHS Lanarkshire Headquarters
Kirklands Hospital
Fallside Road
Bothwell
G71 8BB
Tel : 0300 303 0243

Please note alteration of services may be necessary for purposes of improvement. (revised 2025)

Avondale Medical Practice

Strathaven Health Centre

The Ward

Strathaven

ML10 6AS



DOCTORS

Dr. Craig J. Smith

MBChB, MRCGP

Dr. Laura Coventry

MBChB, MRCGP, DipGer

Dr. Shona MacAlpine

MBChB, MRCGP, BSc, DipDerm

Dr. Judith Antoniou

MBChB, MRCGP

Dr. Ruth Turner

MBChB, MRCGP

Dr. Ewen Cameron

MBChB, MRCGP

Mrs. Yvonne Gilmour

Practice Manager

Surgery /Repeat Prescriptions

Tel : 01357 529595

NHS 24 Tel: 111 / www.nhs24.scot

WEBSITE:

www.avondalemedicalpractice.scot.nhs.uk

Welcome to Avondale Medical Practice

based in purpose built premises with access and facilities for the disabled. We have NHS Education for Scotland Training Practice Accreditation. Details of current registrars can be found in our waiting area and practice website.

This leaflet is designed to help you get the best out of the services which we provide. If you wish to join our practice and live within our practice boundary our practice reception staff will be happy to guide you through this process.

OPENING HOURS

Monday to Friday 8.30am-6.00pm
Surgery Times 9:00am. 11.20am. 2.00pm. 4.20pm

Extended Access Surgeries are held 5.30pm-6.30pm
Please check with reception staff as days may vary

HOW TO SEE YOUR DOCTOR

You may see any doctor in the practice.
Surgeries are by appointment which can be made by telephoning (01357) 529595. Morning and afternoon surgeries are available each day offering telephone or face to face appointments Urgent cases can always be seen the same day.

Home Visits

For those unable to attend the surgery, house calls can be requested but these visits are at the discretion of the doctor. Please telephone before 10.00am on (01357) 529595. You will be asked to give details of your problem. Investigation and management of medical problems is better carried out at the surgery.

Emergencies

For emergency appointments or urgent advice telephone (01357) 529595.

What To Do When The Surgery Is Closed

In the event of a medical emergency or for urgent advice outside surgery hours please telephone NHS24. Out of hours medical services are the responsibility of NHS Lanarkshire.

Investigation Results

Results of investigations may be given by our results administrator after they have been viewed by your doctor. For reasons of confidentiality please phone personally for results 2.00pm – 5.00pm.

Repeat Prescriptions

These can be obtained by ticking items required on the re-order form and placing in the deposit box. We do accept telephone requests which can be left on our 24 hour answer machine (01357) 529595 or email requests via our website. Please allow 2 working days for all requests.

Local pharmacies offer a collect and dispense service and require minimum 3 working days for this service please check with pharmacy for current processing times as they may vary.

Hospital Prescriptions

Prescriptions recommended on discharge from hospital or following outpatient appointments will usually be issued in 2 working days.

General Practice Specialist Training

As an accredited training practice we have GPST1 and GPST3 attachments working with the practice

and consulting with our patients for 6 and 12 month periods. During their training period GPST doctors will be required to carry out video consultations. This will be explained to you at the time of booking your appointment. Should you prefer not to participate please advise the reception staff or doctor of your wishes.

The Practice Team

The doctors are only a small part of the practice team and are dependent on the help of other staff. All staff are bound by strict rules on confidentiality.

***Practice Manager** Mrs Yvonne Gilmour, our Practice Manager, supervises the running of the practice and its administration.

***Administration Staff**

***Reception Staff**

***Secretarial Staff**

***Practice Nurse**

Mrs Gillian Aitken – RGN

Mrs Ruth Hastings – RGN, BANS

Work with the doctors in health promotion and chronic disease surveillance.

***Treatment Room Nurse / Phlebotomist**

offers routine procedures such as wound dressing, stitch removal, ear syringing and blood sampling.

***District Nurses** provide nursing care in the community.

***Health Visitors** give advice on health care for children, expectant and new mothers and the elderly.