

# Leven Medical Practice

## Teenagers Practice Information Leaflet



Dr B Raffan  
Dr J Carroll  
Dr G Marshall

**Tollcross Health Centre**  
**Ponton Street**  
**Edinburgh**  
**EH3 9QQ**  
Tel: 0131 536 9700

[www.leven.gpsurgery.net](http://www.leven.gpsurgery.net)

## **Making an appointment**

You can phone us on 0131 536 9700 or drop into the reception desk to make an appointment:

### Monday to Friday

8.30am–10am: Open Surgery – for patients who need to be seen on the same day, together with those attending for routine consultations. It will involve a wait, but you will be seen.

3.30pm – 5.20pm: By appointment only – this is a same day service, so phone early that morning to book an appointment – the telephone line is open from 8am.

If it is urgent and there are no appointments left, please tell the receptionist – you will be fitted in to the afternoon surgery but you may have to wait.

**If you require emergency medical advice or attention when the surgery is closed, please phone NHS 24 on 08454 24 24 24.**

## **Confidentiality**

You can be sure that anything you discuss with any member of the practice – doctor, nurse or receptionist – will remain confidential. Nothing will be said to anyone including your parents, other family members, care workers or teachers without your permission.

The only reason we might have to consider passing on information without your permission, would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

If you have any worries about confidentiality, please feel free to ask a member of staff.

## **Medical Records**

All records we hold on file or on the computer are completely confidential. They are only shared with those health professionals directly involved in your care.

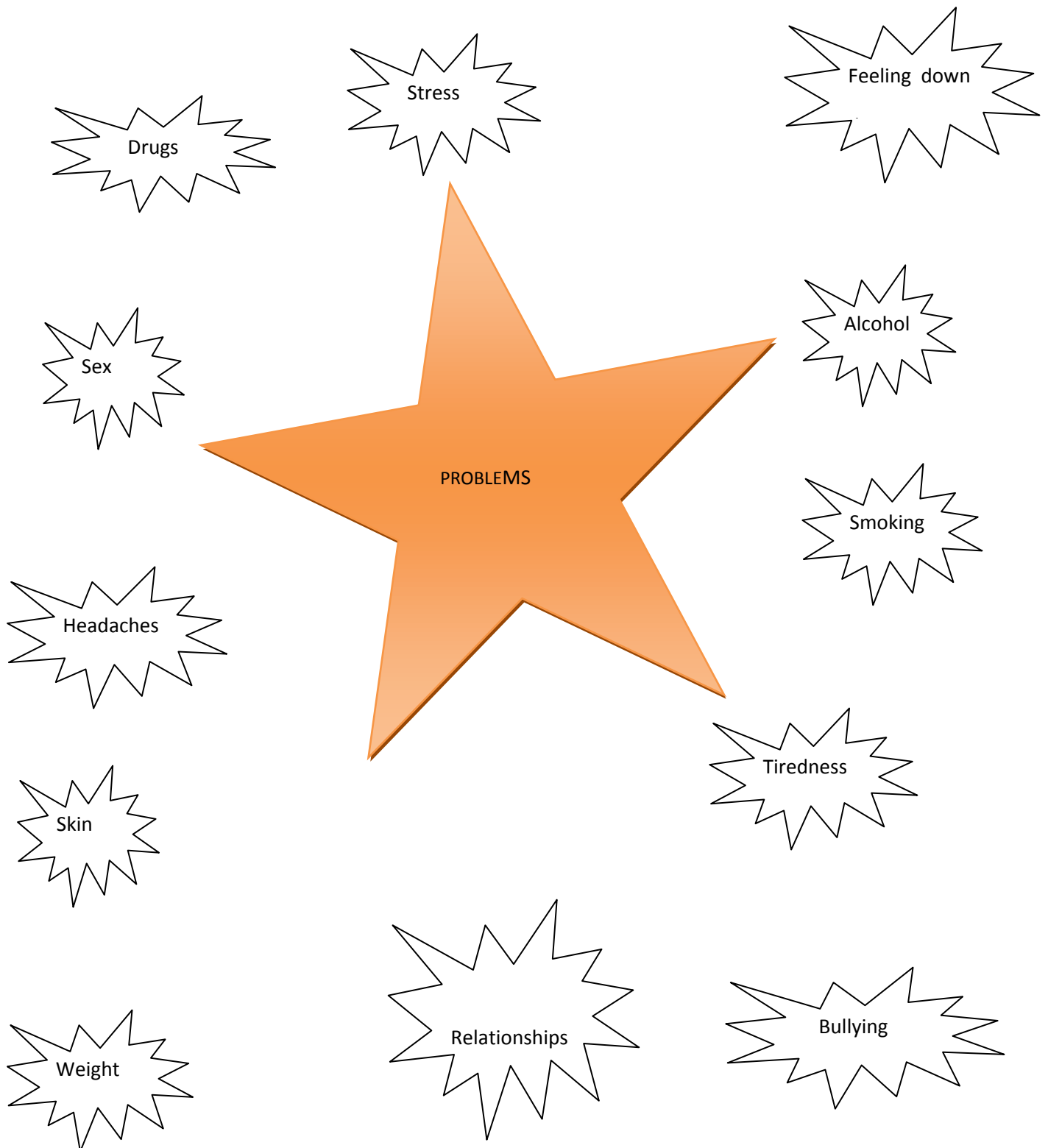
## **Comments/Suggestions/Complaints**

If you have any ideas that might improve our service to you, we have a suggestion box in the waiting area.

Any serious complaint should be put in writing and addressed to Fiona Jackson, Practice Manager.

## Common Health Problems

These are some common health problems that might affect you:



## Useful Contacts

Useful phone numbers and web sites

<p>NHS 24 - Helpline 08454 24 24 24 <a href="http://www.nhs24.com">www.nhs24.com</a></p>	<p>NHS information and advice service, providing advice and details of medical services including where to go for emergency contraception</p>
<p>Healthy Respect 0800 28 29 30 <a href="http://www.healthyrespect.co.uk">www.healthyrespect.co.uk</a></p>	<p>Confidential advice, support and information on all health issues, including sexual health.</p>
<p>Caledonia Youth 5 Castle Terrace, Edinburgh 0131 229 3596 <a href="http://www.caldoniayouth.org">www.caldoniayouth.org</a></p>	<p>Sexual health service for young people 25 or under. Drop-in: Monday to Thursday - 12–6pm Friday -12-3.30pm &amp; Saturday - 12-2.30pm</p>
<p>GUM Young Person Service Lauriston Buildings Level 1, Edinburgh 0131 536 2013 or 0131 536 2104</p>	<p>Monday to Thursday - 4pm</p>
<p>Family Planning Clinic 18 Dean Terrace, Edinburgh 0131 332 7941 or 0131 343 6243</p>	<p>Under 18s drop-in: Monday to Wednesday – 3.30-4.30pm Friday – 1.30-3pm</p>
<p>The Junction 160-162 Great Junction Street, Edinburgh 0131 553 0570 <a href="http://www.the-junction.org">www.the-junction.org</a></p>	<p>Monday to Friday – phone for opening times</p>
<p>Breathing Space 0800 838 587 <a href="http://www.breathingspacescotland.co.uk">www.breathingspacescotland.co.uk</a></p>	<p>Breathing Space is a confidential phone line service you can call when you're feeling down.</p>
<p>Childline 0800 1111 <a href="http://www.ChildLine.org.uk">www.ChildLine.org.uk</a></p>	<p>Free and confidential helpline for children &amp; young adults in the UK</p>
<p>Samaritans 0131 221 9999 <a href="http://www.samaritans.org/">www.samaritans.org/</a></p>	<p>Confidential emotional support 24/7 to those experiencing despair, distress or suicidal feelings</p>
<p>Young Scot 0808 801 0338 <a href="http://www.youngscot.org/">www.youngscot.org/</a></p>	<p>Offers information for 12 - 16 year olds; includes arts, jobs and careers, housing, sport and leisure</p>