

PARK AVENUE

Medical Practice



9 Park Avenue, King's Park,
Stirling FK8 2QR
Tel: 01786 473 529

www.parkavenuemedicalpractice.co.uk

PATIENT INFORMATION

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Practice Booklets are specially prepared for the Park Avenue Medical Practice

by

Medical Marketing Publications

Contact: david@medmarketingpublications.com

mmp Medical Marketing Publications

Lecropt Nursery

- Easy drop off and pick up point
- Located near local train station and bus stops nearby
- Daycare for 3 mths - 5 years old
- Child centred care
- Large outdoor secure play area
- Healthy snacks provided
- Full & Part Time Places
- Professional & Experienced Early Years Practitioners
- Member of NDNA
- Established 2003
- Mon - Fri 8 am - 6 pm
- work in partnership with the local authority

Tel: 01786 834596
www.lecropt-nursery.co.uk

Old Doune Road Nursery

- Easy drop off and pick up point
- Located near local train station and bus stops nearby
- Daycare for 3 mths - 5 years old
- Child centred care
- Large outdoor secure play area
- Healthy snacks provided
- Full & Part Time Places
- Professional & Experienced Early Years Practitioners
- Member of NDNA
- Established 2006
- Mon - Fri 8 am - 6 pm
- work in partnership with the local authority

Tel: 01786 822854
www.olddouneroadnursery.co.uk
4A Old Doune Road, Dunblane, FK15 9AG

Bridge of Allan OSC

After school care dedicated to Bridge of Allan Primary Provided on school premises
Term Time - Mon to Fri, 3.15 till 6.00 pm

- Enjoy healthy snacks
- A place for children to relax
- Or simply just have fun
- Service provider also owns the well-established Lecropt Nursery

For further details please contact Lorna Jack
Mob: 07812997850
Email: manager@bofa-outofschool.co.uk

Welcome to Park Avenue Medical Practice

This leaflet informs you about our services, how to access them and some general information about how our practice operates. Information about the practice can also be accessed on our practice website at: www.parkavenuemedicalpractice.co.uk

Park Avenue Medical Practice serves the City of Stirling and the surrounding area. Our team includes six GPs, one practice nurse, two healthcare assistants, together with a management/administrative support team. In addition, we have support from the community district nursing team, community health visiting team, community midwives, community mental health team, and a primary care pharmacist. At Park Avenue Medical Practice, we aim to provide our patients with the highest standard of medical care, combined with a courteous, friendly and efficient service. You can contact Forth Valley NHS Primary Care Contractor Services on **01786 457286** for services which we do not provide.

DETAILS OF OUR PRACTICE AREA

The geographical boundary is as follows:

North of Stirling	To Keir roundabout
South of Stirling	To Pirnhall roundabout
East of Stirling	To Eastern Distributor Road (Logie Kirk)
West of Stirling	To Gargunnoch Village

The area encompasses Bridge of Allan, Bannockburn, Cambusbarron and Gargunnoch.

OUR PRACTICE TEAM

Doctors

Dr R Ian Hanley	MB, ChB, (Edinburgh 1985), DRCOG, DCCH, full-time partner
Dr Michael Beyer	MB, ChB, MRCGP, DRCOG, DCCH, full time partner
Dr Sarah E Peterson	MBBS (Newcastle 1998), MRCGP, DRCOG (2002), Certificate in Practical Palliative Care (2010), full-time partner
Dr Fiona E Lyle	MB, ChB, (Glasgow 1989), DCH, DRCOG, part-time partner
Dr Catherine Cairns	MB, ChB, (Glasgow 2005), BSc, MRCGP (2012), DFSRH, part-time partner
Dr Fiona M Seaman	MB, ChB, (Glasgow 1995), MRCGP 1999, DRCOG, part-time salaried GP

Practice Nurse

Mrs Brenda Callander BA, RGN, RM, BSc, HV, Diploma Asthma/COPD

The practice nurse is a qualified registered nurse. She is highly trained with experience in midwifery, psychiatry and community nursing. She is involved in the follow-up of patients with long-term conditions such as asthma, COPD, high blood pressure, heart disease, and diabetes. The nurse also provides health promotion screening, such as, cardiovascular disease primary prevention, sexual health, cervical screening, smoking cessation, weight management, alcohol screening/brief intervention and travel health advice and vaccinations.

Healthcare Assistants

Mrs Sandra Brazier
Mrs Tracey Nowosad

ATTACHED STAFF

District Nurses / Staff Nurses

Kirsten Pettigrew	RGN, BSc Community Nursing, Diploma Cancer & Palliative Care
Community Staff Nurse Claire Dickson	RGN, BSc Adult Nursing, Nurse Independent Prescriber
Community Staff Nurse Larissa McNea	RGN, BSc Adult Nursing
Community Staff Nurse Anne Punton	Diploma Adult Nursing
Anna Anderson	Health Care Assistant

Our District Nursing Team offer ongoing support and advice in all aspects of nursing care to patients and their families/carers. For patients able to attend, they run a Treatment Room Clinic at Orchard House Health Centre **01786 463448** and St Ninians Health Centre **01786 479555**.

Health Visiting Team

Anne Woodley	Health Visitor
Kathleen Campbell	Health Visitor
Miss Claire Harvey	Nursery Nurse / Family Support Worker
Margaret Kirkwood	Healthcare Assistant

Our Health Visiting Teams’ role includes child health development up to and including children aged 5 years, family health/support and parent craft/health promotion. In addition, they provide advice on family nutrition, stress counselling, child protection and home and accident prevention. If you wish telephone advice or to arrange an appointment with the Health Visitor please contact them on **01786 849709**.

Community Midwives

The Community Midwives attached to the practice are named The Holly Team. They run antenatal clinics at Park Avenue Medical Practice on Thursday afternoon from 1:00pm.

Primary Care Pharmacist

Mr David MacPhee BSc (Hons), MRPharmS, DipPrScs

The Primary Care Pharmacist visits the practice on a regular basis. His role is to give advice and support to the practice on medication and prescribing issues.

Management / Administrative Support Team

Julie Dempsey Practice Manager

The Practice Manager is involved in managing all aspects of the business such as making sure that the right systems are in place to provide a high quality of patient care and support the partners and other members of the Primary Care Team.

Administrative / Reception Team

Our administrative/reception team provide a link between patients and the primary care team. They are fully competent in all aspects of practice administration and provide an important link for patients and are your initial contact point for general enquires. They can provide basic health information on services and results and will direct you to the right person depending on your health issue or query.

TRAINING PRACTICE

Park Avenue Medical Practice promotes the teaching and training of medical students and individuals who intend to become health professionals. Sometimes you may be asked to see the doctor or nurse, with a student or individual intending to become a health professional present. You will always be asked beforehand if this is acceptable.

VOLUNTARY SECTOR

Park Avenue Medical Practice works in partnership with the Stirling Carers Centre, to support and identify people who are carers. A carer is someone who, without payment, provides help and support to a partner, child or neighbour, who could not manage without their help. This could be due to age, physical, or mental illness, addiction, or disability. A young carer is a child or young person under the age of 18 carrying out significant caring tasks and assuming a level of responsibility for another person, which would normally be taken by an adult. The Stirling Carers Centre liaises with the Primary Care Team to identify and offer support to carers.

REGISTERING WITH THE PRACTICE

If you live within our practice area and are eligible for NHS treatment, you are welcome to register with us. Eligibility to NHS treatment is determined by an individual’s residency status in the UK. In order to confirm proof of residency you will be asked to provide proof of identity (i.e. Photographic Drivers Licence/Passport etc) and utility bill confirming your present home address.

Application forms are available at main reception or alternatively can be downloaded from our practice website www.parkavenuemedicalpractice.co.uk. Our reception staff will be happy to guide you through the procedure. Medical treatment is available from the date of registration. Please contact reception for further information.

TEMPORARY REGISTRATION

If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive treatment from the local GP practice. As a temporary patient you can be registered for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent practice. After three months you will have to re-register as a temporary patient or permanently register with that practice. To register as a temporary patient contact the local practice you wish to use. Practices do not have to accept you as a temporary resident although they do have an obligation to offer emergency treatment. You cannot register as a temporary resident at a practice in the town or area where you are already registered.

NON-ENGLISH SPEAKERS INTERPRETER SERVICE

The practice can arrange for an interpreter to be present during a consultation if a patient requests this service. A double appointment booked in advance is required. Information explaining the role of UK health service and the role of the GP is available in alternative languages on our practice website www.parkavenuemedicalpractice.co.uk.

DISABLED

Park Avenue Medical Practice will take all reasonable steps to ensure that people with disability have equal access to its services. The waiting area, all consulting rooms and toilets are designed for wheelchair access. The Practice has a designated disabled parking space at the front of the building.

SERVICE PROVISION

Under the terms of the General Medical Services Contract, entered into with Forth Valley NHS Board, Park Avenue Medical Practice offers a comprehensive range of medical care. A brief outline of services provided is detailed below:

Essential Services

- The management and treatment of ill patients
- Additional Services
- Child health surveillance
- Cervical screening
- Contraceptive services (excluding IUD)
- Implanon Insertion/Removal
- Childhood/adult vaccinations & immunisations
- Maternity services (excluding Intra-partum care)
- Minor surgery procedures
- Sexual health
- Directed National & Local Enhanced Services
- Adults with Learning Difficulties
- Alcohol Screening and Brief Intervention
- An annual flu/pneumococcal immunisation programme for the elderly and at risk
- Anticoagulation monitoring
- Extended hours access
- Near patient testing
- Routine immunisation of children
- Palliative care
- Patients in a care environment
- Services for Carers
- Clinical Quality Framework

Atrial Fibrillation, Asthma, Cancer, Coronary Heart Disease, Chronic Kidney Disease, Chronic Obstructive Pulmonary Disease, Cardiovascular Disease Primary Prevention, Dementia, Depression, Diabetes Mellitus, Epilepsy, Heart Failure, Hypertension, Hypothyroidism, Learning Disabilities, Mental Health, Obesity, Osteoporosis, Palliative Care, Peripheral Arterial Disease, Smoking, Stroke & Transient Ischaemic Attacks

Further information regarding the services provided under the GMS Contract can be obtained by contacting the practice on **01786 473529**.

APPOINTMENTS

The practice is open from 8.30am – 6.00pm Monday to Friday. In addition, we provide extended access pre-booked appointments Monday mornings from 7.15am.

GP Pre-Booked

	Morning	Afternoon
Monday	7.15 am to 8.15 am	3.00 pm to 5.00 pm
Tuesday	8.30 am to 9.30 am	2.00 pm to 5.00 pm
Wednesday	8.30 am to 9.30 am	2.00 pm to 5.00 pm
Thursday	8.30 am to 9.30 am	2.00 pm to 5.00 pm
Friday	8.30 am to 9.30 am	2.00 pm to 5.00 pm

Practice Nurse

	Morning	Afternoon
Tuesday	8.30 am to 1.00 pm	2.00 pm to 5.00 pm
Wednesday	8.30 am to 1.00 pm	1.30 pm to 3.30 pm
Thursday	8.30 am to 1.00 pm	2.00 pm to 5.00 pm
Friday	8.30 am to 2.30 pm	–

Healthcare Assistants

	Morning	Afternoon
Monday	8.30 am to 12.00 pm	1.00 pm to 3.00pm/4.00pm
Thursday	9.00 am to 12.30 pm	–
Friday	9.00 am to 12.30 pm	1.00 pm to 4.30 pm

Midwife

	Morning	Afternoon
Thursday	–	1.00 pm to 3.45 pm

EMERGENCY APPOINTMENTS

Receiving an early appointment for urgent medical care is not a problem at this practice. In the event of worrying symptoms, the practice provides an emergency surgery on Monday between 8.30am-10.30am and on Tuesday to Friday between 9.30am-10.30am. You are not able to request a specific doctor at the emergency surgery, but you may specify a doctor of the same sex, if appropriate to do so given the nature of the problem. If you have a problem that arises outwith the above hours and cannot wait until the next day, please contact the practice for advice.

ROUTINE APPOINTMENTS

If you wish to consult a specific doctor, then we advise that you book an appointment. Bookings can be made in person at the practice reception or by telephone. The practice is committed to ensuring a high standard of care for you and your family and we undertake to do our best to help you get the best care possible from the rest of the health service and other support organisations. We will make it as easy as we can for you to deal with the practice and we welcome your suggestions on how we can improve the service. We realise that there are times when you may be uncertain whether a situation is urgent – advice is always available by telephone.

CANCELLATIONS

If you cannot attend an appointment for any reason, please inform us as soon as possible in order for us to give the slot to someone else.

HOME VISITS

You may request a home visit if you are housebound or are too ill to visit the practice. Otherwise we would encourage you to attend the practice where we have all the necessary clinical equipment and full access to your clinical information. If you require a home visit please contact the practice before 10.30am. The administrative staff will require sufficient clinical information and accurate contact details to pass on to the medical team. The doctor will visit you at home if they feel your medical condition requires it and will also decide how urgently a visit is needed. They may contact you by telephone for further information and to establish whether a visit is appropriate.

Home visits are usually carried out after the morning surgery. If the doctor has not telephoned or visited you by 2.30pm please notify the practice by telephone. The community nurse if requested by the hospital or your doctor can also visit you at home.

OUT OF HOURS ARRANGEMENTS

The practice closes at 6.00pm Monday – Friday. Outside of normal surgery hours emergency GP cover is provided by **NHS 24 on 111**. Telephones are transferred back to the practice at 8.00am Monday - Friday. Between 8.00am and 8.30am telephone access to the practice is available for emergency calls only.

During the out-of-hours period, NHS 24 provides care on 111.

The NHS 24 website address is www.nhs24.co.uk

A call handler in the emergency call centre will answer your call.

They will either:

1. Arrange for you to speak to a doctor or nurse.
2. Invite you to attend the centre to be seen by the doctor.
3. Arrange a home visit if you are too ill to visit the centre.



EMERGENCY CARE SUMMARY

The Emergency Care Summary (ECS) has been created to improve the safety and quality of patient care. The ECS gives health care staff faster, easier access to reliable information about your health, which might be important if you need urgent medical care when your GP surgery is closed, or when you go to an Accident & Emergency Department. Enhancements in ECS in the form of a new Key Information Summary (KIS) will provide efficiency cost savings and will improve patient safety by reducing errors. More information about the Emergency Care Summary is available on their website www.ecs.scot.nhs.uk. Alternatively you can telephone NHS Inform on **0800 22 44 88**.

REPEAT PRESCRIPTIONS

Please re-order your prescriptions prior to your supply finishing.

Repeat prescriptions may be issued without seeing a doctor by:

- Ordering via our website at www.parkavenuemedicalpractice.co.uk
- Telephoning **(01786) 473 529** between 10:00am to 12 noon and 2:00pm to 4:00pm.
- Handing in a request at reception or in the Drop-off box adjacent to reception.
If the reception desk is busy you may leave letters for the GPs in this box.
- Posting a prescription request, enclosing a stamped addressed envelope to either yourself or the chemist of your choice.

If you collect your prescription from the practice, please allow 24 working hours for your prescription to be processed. Some Chemists provide a collection service and will collect your prescription (with your written approval) from the practice, and process the prescription ready for collecting straight from the chemist. If you have arranged this, please allow 48 working hours for your prescription to be processed.

TELEPHONE ADVICE

If you require telephone advice, our administrative staff will direct your enquiry to the most appropriate member of the practice team. If they are unavailable at the time of your call, a message and contact number will be taken and your call will be returned.

TEST RESULTS

Please telephone after 2:00pm for results of blood tests, x-rays etc. Your clinician should give you an estimate of the appropriate time period to wait before telephoning for results. Once we have received a result it will be reviewed by a doctor and a comment will be recorded.

Our staff may contact you if the result is abnormal and further action is required. If the test result is normal, it will be recorded as such. Always make sure you have obtained the result of any test performed. When you telephone for your results our administrative staff will relay the clinicians' comments and are not able to interpret results further. Please note that we have a strict policy regarding confidentiality and data protection. In this respect we will only forward clinical information to a third party if the patient's consent has been given.

STATEMENT OF FITNESS FOR WORK

You do not require a Doctor's certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website (www.hmrc.gov.uk/forms/sc2.pdf)

EVIDENCE THAT YOU ARE SICK

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (Statutory Sick Pay). It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work', from your Doctor is strong evidence that you are sick and it would normally be accepted, unless there is evidence to prove otherwise. Please allow 48 working hours, excluding weekends and Bank Holidays, for your request to be processed. Any problems please telephone the practice.

NON-NHS SERVICES

Some services provided are not covered under our contract with the NHS and therefore attract charges.

Examples include the following:

- Medicals for pre-employment, sports, fostering and driving (HGV, PSV etc)
- Insurance claim forms
- Travel vaccinations
- Other work-related documents

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

CONFIDENTIALITY

The practice complies with Data Protection and Access to Medical Records Legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from District Nursing and hospital services.
- To help you access other services e.g. from Social Work Department, provided you give consent.
- When you have a duty to others e.g. in Child Protection cases.

Requests for release of information held by the practice should be addressed, in writing, to the Practice Manager.

FREEDOM OF INFORMATION

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the Practice Manager.

ACCESS TO RECORDS

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the Practice Manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice. We are aware, however, that things can go wrong resulting in a patient feeling that they have a genuine case for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

We hope that most problems can be resolved at the time they arise and with the person concerned. If, however, the problem cannot be resolved and you wish to make a formal complaint, we would like you to let us know by contacting the Practice Manager (Complaints Officer) as soon as possible, ideally within a matter of days or at most a few weeks. If it is not possible to do this, please let us know the details of your complaint:

- Within 6 months of the incident that caused the problem, or
- Within 6 months of discovering you have a problem, providing that it is within 12 months of the incident.

Your complaint will be treated in the strictest confidence. Our complaints procedure aims to provide a thorough independent investigation as soon as possible. We aim to:

- Acknowledge the complaint in writing within 3 working days of the date on which the complaint is received, or as soon as reasonably practicable.
- Investigate the complaint in any manner which is appropriate for resolving the complaint efficiently and effectively, and which may include offering the complainant a meeting with senior members of the practice team.
- Send a report of the investigation, including the conclusions of the investigation and information as to any remedial action taken or proposed as a result of the complaint, within 20 working days of the date on which the complaint is received, or as soon as reasonably practicable.
- Where possible restore the practice/patient relationship.

We hope that, if you have a complaint, you will use the above process. This, however, does not affect your right to approach the NHS Forth Valley Patient Relations and Complaints service at Forth Valley Royal Hospital, Stirling Road, Larbert, FK5 4WR. **(Tel. 01324 566660 or e-mail FV-UHB.complaints@nhs.net)**

THE SCOTTISH PUBLIC SERVICES OMBUDSMAN

If the NHS has fully investigated your complaint and you are not satisfied with the outcome, you can contact the Scottish Public Services Ombudsman. You should aim to contact the Ombudsman no later than 12 months after the incident, although sometimes this time limit may not apply. The contact details are as follows:

The Scottish Public Services Ombudsman, Freepost EH641 Edinburgh EH3 0BR
Tel: **0800 377 7330**, Website: **www.spsa.org.uk**

PATIENT'S RIGHTS AND RESPONSIBILITIES

The Patient Rights (Scotland) Act 2011 gives all patients the right that the health care they receive will consider their needs, consider what would most benefit their health and wellbeing, encourage them to take part in decisions about their health and wellbeing and provide them with the information and support to do so. You will be treated with respect and as a partner in your care. Being a partner means that you have responsibilities too.

We will:

- Aim for you to have access to a suitable qualified medical professional within 48 hours of your initial contact during surgery hours or, in an urgent case, the same day.
- Treat you with dignity and respect when receiving healthcare.
- Record express preference to receive services from a particular clinician.
- Involve you and listen to your opinions and views in all aspects of your medical care.
- Advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

We would respectfully ask that you:

- Let us know if you intend to cancel an appointment or are running late. (Persistent failure to notify us that you are unable to attend an appointment may result in you being removed from our practice list).
- Treat staff with courtesy and respect. (Aggressive or abusive behaviour will result in you being removed from our practice list).
- Inform the practice of any alterations in your circumstances, such as a change of surname, address or telephone number.
- Use the emergency services appropriately.
- Switch off mobile phones during consultations.

REMOVAL FROM OUR PRACTICE LIST

There are several reasons why a patient may be removed from the practice list.

Routine removal: Occurs when a patient moves outwith the practice area.

Non-Routine removal: Occurs when there is an irrevocable breakdown in the relationship between the patient and contractor and where a patient has committed an act of violence against a member of the primary care team.

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse, which leads to fear for a person’s safety. In this situation we will notify the patient in writing of their removal and the circumstances leading to it.

FORTH VALLEY NHS BOARD PRIMARY CARE CONTRACTOR SERVICES

The area served by Park Avenue Medical Practice is in the area covered by Forth Valley NHS Board, Primary Care Contractor Services. They are responsible for ensuring you get all the services you need. For details of all primary care services in the area, you can contact them on **01786 457286**.

SOURCES OF INFORMATION

The practice has a range of leaflets and other information about various medical conditions available to patients. Please note that these are not published by the practice.

USEFUL TELEPHONE NUMBERS

Ambulance (Emergency)	999
BMI King’s Park Hospital	(01786) 451669
Falkirk Community Hospital (automated service)	(01324) 624000
Forth Valley Royal Hospital (switchboard)	(01259) 290511
Fire (Stirling)	(01786) 472223
Forth Valley Health Board	(01786) 463031
Forth Valley Podiatry Service	(01786) 431138
Home Help (c/o SocialWork Dept)	(01786) 471177

NHS 24	111
Occupational Therapy (c/o SocialWork Dept)	(01786) 471177
Orchard House (Community Reception)	(01786) 463448
Patient Transport Service	(0300) 123 1236
Police	(01786) 456000
Scottish Health Council Forth Valley	(01786) 471550
Sexual Health Clinic	(01324) 673554
SocialWork Department Headquarters	(01786) 471177
Stirling Community Hospital (automated service)	(01786) 434000

Information Centres

Citizens Advice Bureau	(01786) 470239
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Helplines

All 0800 telephone numbers are free of charge

Childline Scotland	(0800) 1111
Community Alcohol & Drugs Service (Stirling Community Hospital)	(01786) 434433
Counselling & Support Service for Alcohol & Drugs	(01786) 450721
Crossroads	(01786) 464380
Dementia Helpline	(0808) 808 3000
Drugline (FRANK)	(0800) 776 600
Gambling	(0370) 050 8881
Meals onWheels (c/o SocialWork Dept)	(01786) 471177
Multiple Sclerosis Counselling Helpline	(0808) 800 8000
NHS Inform	(0800) 224 488
NSPCC Child Protection (info, advice & referrals 24hr service)	(0800) 800 5000
Samaritans	(01324) 622066
Scotland Rape Crisis & Sexual Abuse	(0808) 801 0302
Sexual Health Helpline	(0800) 567 123
Smokeline	(0800) 848 484
Stirling & District Victim Support	(01786) 445782
Women's Aid	(01786) 470897

01786 446771
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01786 474718
e-mail: headoffice@dicksonmiddleton.co.uk
www.dicksonmiddleton.co.uk

Cambusbarron Pharmacy

4 Main Street, Cambusbarron, Stirling FK7 9NW

tel - (01786) 479079

Email - cambusbarron.pharmacy@nhs.net

Website - www.cambusbarronpharmacy.co.uk

Opening hours to suit you

Monday to Friday 8.30 am till 7.00 pm,