

17. Dispensing Dispensing

We are **not a dispensing practice**; prescriptions are sent electronically to your chosen pharmacy.

18. Comments & complaints

Write to **Neil Gilroy, Practice Manager**, Eastfield Medical Practice, or submit via our website complaints form. We follow NHS Scotland's two-stage complaints procedure.

19. Patient rights & responsibilities

Treat staff and other patients with courtesy, keep appointments or cancel in good time, and update your contact details. We operate a **zero-tolerance policy** for abuse or aggression.

20. Violent or abusive behaviour

Violent, threatening or abusive behaviour may result in **removal from our list** and referral to the GP Special Allocation Scheme.

21. Confidentiality & data protection

We comply with the Data Protection Act 2018 and GDPR. Information is shared only with authorised NHS staff and care providers involved in your care, or as required by law. You may request access to your records and can object to information sharing.

22. Health Board

NHS Lothian

Waverley Gate, 2-4 Waterloo Place, Edinburgh EH1 3EG

Tel 0131 536 1000

Website: <https://www.nhslotian.scot.nhs.uk>

23. Accountable GP

Every patient has a **named accountable GP** responsible for coordinating their care; patients aged 75 and over have this highlighted. Ask reception if you are unsure who yours is.

Eastfield Medical Practice Practice Leaflet

Last reviewed: August 2025 • Next review due: August 2026

1. Name of the Contractor - Eastfield Medical Practice

2. Legal status - We are a **partnership (not a limited partnership)**.

Current partners:

- **Dr Joseph Burt** MB ChB (Manchester) 1999 | MRCGP
- **Dr Fiona Cruden** MB ChB (Edinburgh) 1995 | MRCGP
- **Dr Karen Haycock** MB ChB (Edinburgh) 1993 | MRCGP
- **Dr Euan Black** MB ChB (Manchester) 2009 | MRCGP
- **Dr Kirsty Zealley** MB ChB (Dundee) 1991 | MRCGP

3. Practice premises

Eastfield Medical Centre

Eastfield Farm Road, Penicuik, EH26 8EZ

4. Contact details

- **Telephone:** 01968 675 576
- **Fax:** *We do not operate a fax line.*
- **Website:** <https://www.eastfieldmedicalpractice.co.uk>

5. Practice area

We accept patients who normally reside in the Penicuik area, usually with an **EH26 postcode**. A postcode lookup is available in our Help Centre (<https://www.eastfieldmedicalpractice.co.uk/help-centre>) or please ask reception.

6. Our clinical team (people who provide care)

- **Dr Joseph Burt** MB ChB (Manchester) 1999 | MRCGP – GP Partner

- **Dr Fiona Cruden** MB ChB (Edinburgh) 1995 | MRCGP – GP Partner
- **Dr Karen Haycock** MB ChB (Edinburgh) 1993 | MRCGP – GP Partner
- **Dr Euan Black** MB ChB (Manchester) 2009 | MRCGP – GP Partner
- **Dr Kirsty Zealley** MB ChB (Dundee) 1991 | MRCGP – GP Partner
- **Dr Thomas Downes** MB ChB (Keele) 2016 | MRCGP – Salaried GP
- **Dr Vimbai Mupasiri** MB ChB (University of Zimbabwe) 2020 – GP Specialty Trainee (NES)
- **Dr Mehreen Malik** MBBS (Allama Iqbal Medical College) 2014 – GP Specialty Trainee (NES)
- **Sooz McCrae** RN (Adult) 2007 | Independent & Supplementary Prescriber 2019 – Advanced Nurse Practitioner
- **Erica Gilmore** RN (Adult) 1985 – Treatment-Room Nurse (CTAC)
- **Cathie Combe** Healthcare Assistant – Competency assessed; role not subject to statutory professional registration
- **Siobhan Moody** Healthcare Assistant – Competency assessed; role not subject to statutory professional registration
- **Harry Ballantyne** MPharm | Independent Prescriber – Clinical Pharmacist
- **Tracey Boyle** MPharm | Independent Prescriber – Clinical Pharmacist
- **Michelle McKeen** GPhC-registered Pharmacy Technician (Reg. 5020591)
- ****Naomi Williams** BSc (Hons) Physiotherapy | HCPC Reg. PH94361 | Independent Prescriber – Advanced Physiotherapist
- ****Fionna McKinnon** BSc (Hons) Physiotherapy | HCPC Reg. PH46969 | Independent Prescriber – Advanced Physiotherapist

7. Teaching & training Teaching & training

We are an accredited **teaching practice**, supervising GP Specialty Trainees (NES) and medical students from the **University of Edinburgh**.

8. Accessibility

Our premises are **fully accessible**: level access, automatic doors, accessible toilets and parking. No alternative arrangements are required.

9. Registering with us

Complete a registration form (available online or from reception) and provide proof of address and photo ID. Our team can assist if paperwork is difficult.

10. Choosing your preferred clinician

You may state a preference to see or speak with any GP; tell the receptionist when booking and we will do our best to accommodate.

11. Services we offer

- Essential medical care for all ages
- **Chronic-disease reviews** (asthma, COPD, diabetes, etc.)
- **Minor surgery**
- **Coil (IUD) clinic & contraception advice**
- **Treatment-room services** (dressings, bloods, injections)
- Childhood & adult immunisations
- NHS health checks & screening

12. Opening hours & accessing care

- **Monday–Friday: 08:00–18:00**
- **Extended-hours appointments** are available for patients who cannot attend during the day—ask reception or book online.

Call 01968 675 576, use online booking, or attend in person. For urgent same-day issues phone us as early as possible.

13. Home visits

Home visits are intended for patients who are **housebound or too unwell to travel**. Please request before **10:00** if possible.

14. Consultation types

We offer **face-to-face**, **telephone**, and (by arrangement) **Near Me video** consultations.

15. Out-of-hours care

Between 18:00 and 08:00, at weekends and on public holidays: **call NHS 24 on 111**.

NHS 24 website: <https://www.nhs24.scot>

NHS Lothian commissions the Lothian GP Out-of-Hours Service.

16. Repeat prescriptions

Order online via <https://eastfieldmedicalpractice.co.uk/repeat-prescriptions>, in person, or through your pharmacy's re-order service.

First-time users: follow the “Register for Online Services” steps on our website or ask reception for help.

Housebound patients may phone reception **10:00–17:00**.

Please allow **72 hours / 3 working days** for processing requests.