

KILSYTH MEDICAL PARTNERSHIP – FEBRUARY 2025 NEWSLETTER

GP Team

Dr Fiona Morrison has left the practice. All the GPs, nurses and staff thank her for her hard work in the time she has been with the practice and wish her the very best for the future.

The practice will remain operating normally whilst we look to fill this GP vacancy, however routine GP appointment availability will be slightly reduced as a result during this time and the GPs thank all patients for their understanding.

Appointments

Please be reminded that requests for emergency GP appointments should be made as soon as possible when the practice opens at 8am. Emergency GP appointments are intended for new, acute issues such as likely chest infections, urine infections which cannot be treated by a pharmacy, sudden onset leg swelling etc.

Routine GP appointments are released every day at 3.30pm for the upcoming week and should be made for ongoing issues such as medication changes, chronic pain, sleeping issues etc. The GPs would like to remind all patients that routine appointments should be reserved for **one issue only** which can be safely dealt with during the allotted time. Patients can help keep GPs running on time by not attending their appointments with a list of several different issues. Your co-operation with this is greatly appreciated.

Extended Hours GP appointments (i.e. Mon-Fri before 8.30am or after 5.30pm), intended for those in full-time employment, can be requested at any time of day when the practice is open. Appointments for the Practice Nurse, Phlebotomist and Treatment Room Nurse can also be made any time.

Home Visits

Home visits are intended for housebound patients or patients requiring end of life care. Our GP Practice is keen that we make the best use of our clinical staff allowing them to provide the most appropriate care to those most in need. For the vast majority of patients, attending an appointment at the practice is the best option for them and for the practice staff.

Attending the practice allows our clinical team to see many more patients in a day than if we are undertaking home visits. A doctor could see 4-6 other equally needy patients who are requesting an emergency appointment in the time it takes for a home visit.

- Doctors are only able to consider home visits for medical reasons only
- If you think you qualify for a home visit, please ring before **10.30am**
- All visits requested will be medically assessed to check if appropriate
- The GP may need further information to triage your request correctly, please ensure you leave a current telephone number to be contacted on

We would kindly ask any patient who is mobile (including using a walking aid, wheelchair or scooter) to see us in the practice. If you are poorly and think you need an urgent same day visit, please contact the practice as early as possible after the practice opens with your request.

Why Does the Receptionist Ask What's Wrong with Me?

When you contact the practice you will be asked some questions by our Reception team who have had training from the GP Partners in care navigation. This helps to ensure that you are directed to the right healthcare professional for your needs, as this is not always the GP. The receptionists are

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important members of the practice team who uphold the same confidentiality rules as the clinicians.

The receptionists are not being nosy, nor are they 'trying to be a doctor'. The receptionist, at instruction from the GPs, needs to ask for this information so that the GPs can triage appropriately and deal with the most urgent issues in a timely manner. The receptionists also have a list of conditions that are appropriate for them to advise you to attend other services for. An example would be jaw pain; they will signpost you to a dentist as they are the most appropriate person to deal with this. Examples of services that you may be signposted to include:

Pharmacy – the pharmacy can deal with many issues free or charge such as coughs, colds, sore throats, hay fever, certain urine tract infections, smoking cessation, pain relief, head lice, worms, conjunctivitis (age over 2 years), constipation and emergency contraception.

Dentist – a dentist can deal with any condition involving your teeth and/or mouth.

Optician – All eye conditions including dry, red, watery, sticky or itchy eyes. Visual disturbance should be seen by the Optician first for their expertise. They have the correct equipment to examine the eye and can refer you directly to the hospital, if required.

Addictions Service – the Addictions team can be contacted on 01236 638842 for help and support with alcohol and drug addiction.

Health Visitor – children's problems including breast feeding, formula feeding, sleeping, minor illness and immunisation queries.

Physiotherapist – you can self-refer to the Physio team by completing the online form:
<https://physio.lanarkshire.scot.nhs.uk/>

Prescriptions

Please be reminded that prescriptions will be delivered to your preferred chemist **3 FULL WORKING DAYS (72 WORKING HOURS) after ordering** so please ensure you leave sufficient time between ordering your medication and it running out. Prescriptions can be ordered in a number of ways:

- By e-mail to: prescription.61502@lanarkshire.scot.nhs.uk
- By telephone - leave a voicemail on our 24/7 line: 01698 687699
- Handing an order form in to the designated prescription box in Reception
- Via online services (registration forms for this service are available in Reception or on the practice website)

SMS Communication

The practice has a text messaging service which patients can opt-in to. The practice is keen to promote this moving forward in order to communicate more quickly and effectively with our patient population.

If you would like to opt-in to our text messaging service, you can collect a consent form in Reception or from our practice website and either hand it in to the practice or email it to the above address. The practice will contact you by text regarding practice updates, appointment reminders, test results and follow up (where appropriate), relevant medication information, etc. The consent form will be added to your patient file and consent can be revoked at any time by patient request.

As the computer system only accepts one mobile number for text messaging, the practice reserves the right to decline consent for the service in situations where there is a disagreement about which phone number should be on file and the patient cannot advocate for themselves (i.e. a child or an adult with incapacity). Thank you.