

# The Medical Centre Port Glasgow Newsletter Spring 2014



## Practice Closure

Please note that the surgery closes every Thursday between 1PM and 2PM, this is for in-house training.

If you need urgent medical advice during this time, please call 08454 24 24 24 and the Out of Hours service will be happy to help. Please note this number will change after April 29 2014 to 111.

Thank you for your patience.

## Easter Holidays

The surgery will be closed on Friday the 18<sup>th</sup> and 21<sup>st</sup> of April for the Easter break.



## Prescriptions

It is great to see a lot of patients using the e-mail service for ordering your prescriptions!

This is a more convenient service as you can order at any time of the day. Just send an e-mail to:

`prescriptions.gp86336@nhs.net`

and include your name, address, date of birth, what you require and where you would like it to go to.

Please also note that it will be 24 hours from time the prescription has been ordered before you can collect it.

## Going on Holiday?

If you are going abroad this year, please speak to the Practice nurse at least 8 weeks before you travel to discuss whether you may need travel vaccinations.



# Sandyford Clinic

There is a Sexual Health clinic run in the Boglestone clinic on the following days:

Monday: 9.15 – 12.00 "Walk in" service  
1.00 – 3.00

Wednesday: 9.15 – 12.00 &  
1.00 – 4.00 "Walk in"  
service  
  
1.15 – 5.00 Counselling  
by appointment  
  
3.30 – 4.30 Young people  
(aged 17 and younger)

Thursday: 9.15 – 12.00 "Walk in" service

1.00 – 3.00 Appointments &  
sexual health advice

3.30 – 4.30 Young people walk in  
(aged 17 years and younger)

# Minor Ailments

The Minor Ailment Service (MAS) allows eligible individuals to register with and use a community pharmacy as the first port of call for the treatment of common illnesses on the NHS. A patient registers with the community pharmacy of their choice in order to use MAS.

Once registered they can present at any point with symptoms and the pharmacist, having ascertained whether the patient is still eligible to use the service, will treat, advise or refer them to another health care practitioner where appropriate.

## Aggressive Behaviour

The practice will not tolerate any kind of aggressive behaviour, whether on the phone or face to face.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

