



Hillbank Health Centre
1A Constitution Street
Dundee
DD3 6NF

General Tel: (01382) 221976

Dear Hillbank Patients,

Our GP Practice, like many practices around Scotland is struggling under an increasing workload. We are making changes to services you may be offered or see within the practice to ensure we are able to deliver prompt, safe and effective medical care. We appreciate you may have questions and we have attempted to answer them below. **Please keep your contact details up to date so we can contact you efficiently.**

The 'receptionist' offered me an appointment with a nurse when I want to see a doctor?

All our staff who answer the telephone are trained Care Navigators, this means they have attended additional training and are able to advise what type of Health Professional is best for you to see. Our Advance Nurse Practitioners (ANPs) are highly trained in medical assessment and can prescribe treatments. If they feel clinically you need to see a doctor this will be arranged. If you have a problem that can be managed by an ANP we are not able to offer you a GP appointment.

Where else might I be navigated to?

Our aim is to safely help as many patients as possible. Sometimes a GP is not the most appropriate person to see. Eye or dental problems can be more expertly and safely assessed by a more appropriate professional (**optometrists/dentists**). They can organise treatments and referrals as appropriate. **Pharmacy first** can offer treatments for minor ailments, urine infections, shingles. **First contact physiotherapy** can help with musculoskeletal problems. Our **PALMs** worker can help with mental health problems. **Care & Treatment centres** can do blood tests, wound care, chronic disease reviews and ear syringing. We also have **primary care link workers** and **Brooksbank team** who are more than happy to help navigating housing, benefits, food banks and a huge range of other resources.

WE ARE WORKING HARD TO DIRECT YOU TO THE MOST APPROPRIATE HEALTH PROFESSIONAL TO HELP YOU. PLEASE HELP US BY EXPLAINING YOUR CURRENT PROBLEM AND FOLLOW THE ADVICE GIVEN.

I have phoned the hospital and been told my GP can write to the specialist to get me further up the waiting list.

We share your frustrations and disappointments regarding local and national waiting lists. Unfortunately unless your situation has significantly changed it is unlikely your GP will be able to reduce your wait.

DOCTORS: J H CLARKSON, L MATHIESON & S HAINES



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I requested a home visit, why is the doctor phoning me?

Lots of problems can be managed over the phoned by an experienced member of the team and we need to assess the urgency of the problem. Clinical assessment is safer in the surgery so it may be exploring how we offer the best possible care. It may be the GP is not the best person to visit. We understand some patients wish a home visit check up but unfortunately we do not have the clinical resources to support this. We are only able to visit the frailest patients at home who are housebound (e.g. do not leave the house to the hairdresser or shopping)

I keep having to order my prescription every 2 weeks as it all runs out at a different time?

Please contact the practice to ask for a form to synchronise your medication

What can I do to reduce my need for an urgent appointment with the primary care team?

- Please attend your chronic disease review appointment when invited on your birthday month (this should reduce the chance of any exacerbation of your chronic disease)
- Register for online service so you can request your repeat prescription

If I do need an urgent appointment what should I do?

- Please phone at 8am where our care navigator will ask you about your reason for contacting the practice
- Please give as much information as possible as this allows us to ensure you access the best person to help you
- Should you be navigated to a service out with the practice who are unable to help you please re-contact the practice and advise us of this

We are working very hard to provide a high level of care. Please treat our staff with respect and appreciate their expertise in helping you identify the best health professional for you to see.

Kind Regards

J. Clarkson

L. Mathieson

S. Haines

F. Neill

Dr J Clarkson
GP Partner

Dr L Mathieson
GP Partner

Dr S Haines
GP Partner

Fiona Neill
Practice Manager

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