

Spring 2017 Newsletter

Levenside News

As a growing practice we are always looking for ways to improve our service and are excited to announce the appointment of our new GP, Dr Ravi Dhillon who will join us in May. We are sure he will settle in well and be another great addition to our team.

We have recently welcomed back both Dr Maxwell and Dr Mitchell from maternity leave. Dr Mitchell now consults on a Monday, Thursday and Friday and Dr Maxwell consults on Monday and Wednesday. As a result we bid farewell to Dr Gregor and Dr Braaksma who covered for them. We hope to work with both GPs on a locum basis in the future.

We also recently said goodbye to Dr Javid who had been training with us in practice, she is now doing her final training in RAH and we wish her the best of luck with her future career.

As a training practice, we regularly have trainee GPs working with us and welcome Dr Enjie Ibrahim to our team. Dr Ibrahim will be with us until August and consults
Monday - Friday.

Finally, we also congratulate Dr Tervit on his recent new post at the University of Glasgow where he is teaching our next generation of GPs, some of which he may bring to consultations, and we thank all of our patients for your help in supporting us as a training practice.

Dates for your Diary

Fri 14th April– **Closed** (*Good Friday*)
Monday 17th April– **Closed** (*Easter Monday*)
Monday 1st May– **Closed** (*May Day Holiday*)
Monday 29th May– **Closed** (*Public Holiday*)

Please use NHS24 on 111 if you require medical attention when we are closed



Useful telephone numbers

Prescription Line

01389 811845

District nurses

01389 811838

Health visitors

01389 811806

VOL Hospital

01389 754121

RAH

0141 887 9111

NHS 24

111

Hay fever

Spring for most of us is an appreciated change from the cold days and dark nights of winter, but for many it brings an unwanted visitor back with a vengeance.

Hay fever is a common allergic condition that affects up to one in five people at some point in their life.

- Symptoms of hay fever may include:
- Runny nose and nasal congestion.
- Watery, itchy, red eyes (sneezing).
- Cough.
- Itchy nose, roof of mouth or throat.
- Swollen, blue-coloured skin under the eyes
- Fatigue.



Many cases of hay fever can be controlled using over-the-counter medication available from your pharmacist so we advise you to speak with them first. If your symptoms are more troublesome it's worth speaking to your GP or our Practice Nurse as you may require prescription medication.

A Day in the life of a GP Receptionist

When you contact the surgery, the first person you will speak to will be me, the receptionist. I will listen carefully and where possible I will grant your request. I always address my patients in a polite, caring and pleasant manner. If it is not possible for me to book your first choice of appointment or clinician, I will offer you the next, most convenient solution. In some cases, in order to do this it might be necessary to ask you a few questions. I appreciate that there are times when you would not wish to discuss your condition with anyone other than your doctor, which is understandable, and none of the administrative staff would expect you to discuss private clinical issues. However, these questions are necessary in order to ascertain the urgency of the request and to ensure that you see the appropriate person as soon as possible. It's not because I am being nosy or insensitive it's merely to provide you with the best outcome.

We have over six thousand patients, and as a result our telephone rings a lot! As well as the telephone I need to see patients at the reception desk, and as most people attending the health centre are sick, or worried, or sometimes angry and upset. I have to deal with each patient as an individual and try to help as best I can. I may have just spoken to someone who has received a serious diagnosis, or a patient who has just lost a loved one. We may be short staffed due to unforeseen circumstance for example one of the Doctors is unable to come to the surgery, and we have to cancel a whole surgery and make alternative appointments.

No two days are ever the same in general practice, one just never knows what will happen next. That's why it is important to think about the patient's journey when I answer the telephone, as I don't know what may be going on in their lives. I would ask that you consider my journey and that of the doctors and nurses when you contact the practice. I believe that the days of the draconian receptionist are in the past where they belong, and that we are all here to help. Can I also add that if a patient has an emergency at any time of the day, they will always be given access to a GP, whether via a telephone consultation or a face to face appointment?

At Levenside we are constantly looking at ways to improve our service and we were one of the first in the Health Centre to have online booking, and online prescriptions requests. We have developed an excellent website www.levenside.com which is regularly updated to keep our patients informed.

We receive regular training on customer care and the whole team, from myself to the senior partner work closely together, to ensure that our administration and clinical information and procedures are up to date.

I hope this gives you an insight into the duties of the receptionist, and appreciate that we really do have your best interests at heart. We trust that you will stay with us, and pass on your recommendation to friends and family.

Receptionist (Levenside Medical Practice)

Patient Experience

"From the first day when the Receptionist told me I'd chosen the best Practice to register with, I've always thought she was so right! Two quick examples to share include: Once, when I called for an appointment, I was told unfortunately there wasn't anything available that day. So I decided to give a fuller outline of the problem because I really was concerned and the Receptionist asked if I could instead take a telephone appointment with a GP later in the day. The doctor really addressed the issue during that telephone call and produced a good quality outcome.

The other occasion was when I worried about a potentially serious thing and shared that with the Receptionist – she got straight onto it and managed to get me seen, later same day. Generally I try not to be a regular, frequent-flyer but patients are all different and we've all got different concerns and needs, so helping Reception staff to help us can only make a great Practice even better. My household never registers with the same Practice, and so I do know I've got a great team at Levenside for support if I ever need them"

Paul (Patient at Levenside Practice)



Scottish Primary Care Information Resource (SPIRE)

NHS Scotland is improving the way it uses information from GP patient records
From May 2017 we will improve the way we use information from GP patient records.
These changes will help to plan and improve health and care services in Scotland.

Being able to use this information will mean NHS Scotland can improve the quality of care for all patients, better plan services for people with health needs and support research into new treatments for particular illnesses.

SPIRE will be used to help plan for Scotland's health and care needs. It uses information from GP practices all over Scotland in a safe and secure way

You have a choice about the information from your GP patient record being used in this way.

If you're happy for NHS Scotland to use information from your GP patient records for planning health and care services and for research then you don't need to do anything. It will happen automatically.

If you do not want information from your GP patient records to be used in this way, you need to notify your GP practice. Write or speak to your GP practice and tell them that you "want to opt out of SPIRE". Practices may also ask you to fill out a short opt-out form .

NHS Scotland will begin making information from GP patient records available to SPIRE from May 2017.

You can opt out at any time. If you do, NHS National Services Scotland, the NHS Scotland organisation responsible for health statistics, will no longer receive information from your GP patient records. You can change your mind and opt out or opt back in at any time. Your choice will not affect the care you receive from your GP.

If you have any questions call free from the 7th March 2017 on 0800 22 44 88 or speak to staff at your GP practice.

**What do you want to see in your practice newsletter or on our website?
Please let us know what information you would find useful and we will
do our best to include it. Your feedback is always welcome.**