

## Spring 2018 Newsletter

### Levenside News

Over the past few months we have seen a huge uptake in patients using our online services via 'Patient Access'. This is proving to be a great success and a convenient method for patients to order prescriptions and book appointments. If you have not registered to use this service yet and would like to, please ask one of our receptionists to do this for you. Due to patient confidentiality this has to be done in person at our reception desk as access codes need to be handed directly to the patient. We welcome any feedback on the service.

We also received some excellent feedback regarding our recent increase to doctor appointment durations (previously 10 minutes, now 15 minutes). This increased consultation time has resulted in the doctors diaries running on time more often, however, it is important to note that this can be interrupted depending on emergencies and individual circumstances, and we appreciate your patience on these occasions. We hope to see this continue to improve.

Dr Mitchell recently left us to begin her maternity leave.

We are sure you join us in passing on wishes of good luck and we look forward to welcoming her back to work upon her return.

### Dates for your Diary

Fri 30th March– **Closed** (*Good Friday*)  
Monday 2nd April– **Closed** (*Easter Monday*)  
Monday 7th May– **Closed** (*May Day Holiday*)  
Monday 28th 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**

#### QEUH

**0141 201 1100**

#### NHS 24

**111**

## Prescription Requests

Whether you are requesting your medication online, by prescription telephone line, by calling in to the surgery or by requesting via your pharmacist, you must allow **AT LEAST 48 hours/two working days (excluding weekends)** before attempting to collect your medication.

This allows the GP time to process your request and make any changes. It also allows the pharmacies time to collect from us and process the prescriptions at the chemist.



There has been a significant increase in the number of patients requesting same day repeat prescriptions. This is putting huge pressure on the phone lines as patients are calling back later in the day to check if their prescription is ready for collection. If you request an urgent, emergency prescription to be issued on the same day, you will be required to collect this from surgery. Due to these requests becoming so frequent and causing such demand on the phone lines, we are currently conducting an audit of prescription requests, to look at ways of managing the service more effectively. We will update you on the outcome in our next newsletter.

To avoid any delay or gap in your medication, please monitor your medication levels at home to ensure you do not run out, and that you are able to provide the practice with sufficient time to process your request. **Please note we do not offer a service whereby we phone prescriptions to chemists unless specifically requested by a GP.** Please check the status of a prescription request, in the first instance with your pharmacy.

## Travel vaccinations

If you are travelling outside the UK, you may need to be vaccinated against some serious diseases found in other parts of the world.

Please collect a travel vaccination questionnaire from us, alternatively download from our website at [www.levenside.com](http://www.levenside.com) - Complete and return to us.

Our Practice Nurse will check if you require additional vaccines and can normally give you the travel vaccinations you need, either free on the NHS or for a small charge.

Please note, as some vaccinations are required to be completed up to 6 weeks before you travel, we advise that you arrange to **fill out your form at least 8 to 10 weeks prior to travel.** Failure to do so may result in you being advised to attend a private travel clinic.

## 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.

## Pharmacy First

We would like to advise patients of the new NHS GGC protocol regarding urinary tract infections (UTI) and impetigo. New procedure which came into effect in January advises that woman aged 16-65 with symptoms of a UTI should access free advice and/or treatment from their pharmacist (a urine sample is not required for this). Your pharmacist will ask you about your symptoms in order to give you the right advice. You should be aware there are some exclusions which can prevent your pharmacist from treating you and you may need to be referred to your GP.

Any patient with any symptoms of impetigo should also seek advice and/or treatment from their pharmacist in the first instance.

## Problems with your Eyes or Mouth

If you have a problem with your eyes please visit your local optometrist. All high street opticians have an optometrist who provides NHS services.

- If your optician is closed and you can't wait until it reopens call NHS24 on 111
- If you sustain an eye injury that requires immediate emergency treatment go to your nearest A&E
- Children under one should attend the Royal Hospital for Children, Glasgow.

If you are suffering from dental pain, facial swelling, bleeding from the mouth or have suffered an accident or injury to your mouth, you should attend your dental practice. If it is closed and you can not wait until it reopens, contact NHS 24 on 111.

**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.**