

Spring 2019 Newsletter

Levenside News

Welcome to our spring newsletter. Over the last few months we have been concentrating our efforts on signposting our patients to the most appropriate professional care agencies highlighted in the Autumn issue, e.g. Opticians, Minor Ailments and Pharmacy. In particular, our recently qualified Advanced Nurse Practitioner Gillian Bonar and our Nurse Practitioners Jackie Low, and Elaine Pontin. They are qualified to see minor illness and less complex medical conditions. Please be assured that our GP's are supporting our nurses as they advance their skills, ensuring you will receive an excellent level of care. You may also be aware of some changes to our telephone service and to the way the receptionist takes your call. Our receptionists will introduce themselves and ask a few questions regarding your call, in order that they can signpost you to the most appropriate clinician. We have taken into consideration that this takes a little more time, so have increased the number of telephone lines into the practice to help allow enough time for each call. We also continue to increase our online access registration, with more and more patients finding this a convenient way to access our services. Please see a member of staff if you wish to register.

Dates for your Diary

Monday 27th May– **Closed** (*Public Holiday*)

Wednesday 15th May PM– Emergency Surgery only (locum GP)
For Protected Learning afternoon

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

Meet the Clinicians

Next time you are in the surgery, please see our photo gallery and get to know our clinical team, including the days they are in surgery.



Prescription Requests

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

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.

Breast Screening

The mobile Breast Screening service for ladies aged 50 to 70 will be coming to Dumbarton during the Summer months. You will receive a letter by post from the Screening Service advising you where to attend and your appointment date. The letter will ask you to advise them of any special requirements or any treatment you are undergoing that may exclude you from testing.

“Breast screening saves 130 lives every year in Scotland” Please ensure you attend.

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 reception. Alternatively you can download from our website at 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. 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 our Practice Nurse as you may require prescription medication.

Pharmacy First

We would like to advise patients of the new NHS GG&C protocol regarding urinary tract infections (UTI) and impetigo. New procedures which came into effect in January advises that woman aged 16-65 with symptoms of a UTI can 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 Practice Nurse or GP.

Any patient with 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.

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 cannot wait until it reopens, contact NHS 24 on 111.

Patient Participation Group

Comments from our group members

Update - Signposting

“As recently reported in our previous Practice Newsletter all receptionists have now been trained in a new Initiative called ‘Signposting’. When patients phone for an appointment, staff will ask them for some information regarding their call and consequently will direct them to the most appropriate health care professional for them, depending on the individual patient’s circumstances. There is also an opportunity for patients to speak to a receptionist privately away from reception.

All patients still have the opportunity to ask for an appointment to see a GP, without divulging any information to staff, and this will be respected. All receptionists abide by a strict confidentiality policy as with all health care staff.

This initiative is now up and running and it is hoped it will continue to develop and be of positive benefit to all Patients.”

Dorothy, Patient Participation Group

"I like the idea of signposting as it gets me seen by a medical professional quicker whether that be a Doctor, Practice Nurse, Nurse Practitioner or Healthcare Assistant so that I can be assessed, be treated when needed and on the mend as soon as possible. I don't mind being asked what is wrong with me when I phone in as I understand it's for my own benefit and if the issue is serious I will be seen by my Doctor that day."

Jack, Patient group representative

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If you would like to pass on any feedback to our patient Group Members. Please use the feedback box at the main reception, or drop us a comment via our website.

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### Last but not least!

Dr Fergus MacLean will once again be taking part in the wild swimming event at Loch Lomond in aid of St Margaret’s Hospice. If you wish to make a donation, a ‘Just giving’ page will be set up nearer the time and will be available to view on our website.

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**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.**