

Autumn/Winter 2019/20

Levenside News

Welcome to our Autumn newsletter. In the first instance may we take this opportunity to apologise for the issues both staff and you, the patients, have been experiencing with our phone lines.

We have been liaising with our Head of Telecoms and have been informed that BT have found the source of this technical issue which has been escalated to a priority level for repair. We appreciate how frustrating this has been for our patients and our admin staff.

With the days getting shorter and the onset of wintry weather, it is important to take extra care with your health, particularly if you are 65 and over, at risk due to a chronic disease or medical condition, or are a carer.

Many of our patients have already received their annual Flu jab. If you are eligible please contact us to arrange an appointment or to check if you meet the eligible criteria set out by Public Health for the flu vaccination.

We will also be offering the Shingles vaccine to those who are eligible. The patients in this cohort will be contacted shortly by the practice. Please feel free to contact us earlier if you wish to be vaccinated sooner.

Our doctors and nurses encourage you to be vaccinated against these often serious conditions. The Flu vaccine is not a "live" vaccine and therefore it is impossible to "get the flu", as a result of being vaccinated.

Dates for your Diary

PUBLIC HOLIDAYS

Wednesday 25th December Christmas Day
Thursday 26th December Boxing Day
Wednesday 1st January 2020 New Years Day
Thursday 2nd January 2020



Useful telephone numbers

Website

www.levenside.com

Email

[Levenside
practice@nhs.net](mailto:Levensidepractice@nhs.net)

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

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

Meet the Clinicians

We hope that you have found the photographs displayed in the practice helpful in identifying our clinical team.



Prescription Requests

Whether you are requesting your medication online, by pre-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.

If you do require an “emergency” prescription you will need to collect this from the practice at the end of the day.

UPDATE- Signposting

In our Spring Newsletter we talked about “Signposting” and how this would increase the availability for patients seeing the most appropriate clinician. Patients are now being sign-posted to other clinicians for specific ailments.

Whilst we now have a fully trained Advanced Nurse Practitioner and two further Nurse Practitioners who can triage and prescribe medication, we are still experiencing a reluctance from patients to see our other health care staff. We would like to reassure you that they are all fully qualified to deal with the range of ailments our admin team allocate to them, and if there were any concerns whatsoever, a GP would be consulted. Remember you can register for online booking for easier access to GP and ANP appointments for the more serious problems, and contact the Practice if you wish to see the Practice nurse for Chronic disease reviews or our Health Care Assistants for Blood tests, BP, Hypertension reviews, Diabetic reviews, B12 injections etc.

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.

Winter Bugs

As always there will be the usual spread of winter bugs and viruses and it is important to take care of yourself during such times. Often, however, there is little a clinician can do to help with the more common ailments e.g. coughs and colds, or diarrhea and vomiting. Generally after 48hrs the virus has run its course. In order to contain the spread of these bugs, we would recommend that you do not come to the Surgery. If you require advice you can contact your pharmacy, or request a telephone consultation with our Advanced Nurse Practitioner. Alternatively the self help guide at www.nhsinform.scot is very helpful.



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

I'm Paul and registered with the practice in 2013 and joined the PPG shortly afterwards in 2014. As a reminder, the PPG comprises of patients and practice staff and meets a number of times throughout the year to support enhanced patient access to services and support improvements to the patient experience. In addition to telephone appointments currently available daily, we now support the setting up of some video-call appointments. An initial trial with staff was successful and we soon want to trial these with patients around February 2020. If you are interested in joining in the video-call appointment trial, please contact Cathy Smith, or Joan Gray by phone on 01389 811844, or email the practice at levensidepractice@nhs.net for more information. You only need a smart phone or a computer.

Paul ,PPG

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.

Last but not least!

Dr Fergus MacLean took part in the wild swimming event at Loch Lomond in aid of St Margaret's Hospice and raised a whopping £3834.17!

This was no mean feat having to spend over eight hours in the waters. We were all extremely proud of his achievements. The Hospice were delighted with this very generous donation. Thank you for your help in reaching this sum.

Well done Dr MacLean, until 2020!!



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.

