

Levenside News

Welcome to our Autumn Newsletter, as Summer becomes a distant memory and the days become shorter, it's time to start thinking about taking care of your health over the coming months. We have included information about the Flu & Shingles Vaccines.

By now you should hopefully all be aware that we have recently merged with the former Dr Neilson & McGonagle Practice and our list size has increased considerably. We would like to take this opportunity to introduce you to some of the new members of the administration team, and update you on the progression of the practice. We trust that the continuity of familiar faces will help our new patients with the transition to Levenside.

Cathy Smith - Operations Manager
Angela Hitchinson - Administrator
Aileen Fagan - Administrator/Receptionist
Linda Nicol - Administrator/Receptionist.
Sister Elaine Pontin - Nurse Practitioner

We are currently operating from two reception areas, Area 1 being the main Levenside Reception which is now your GP Reception for all services, and Area 2 being the previous Dr Neilson & Dr McGonagle practice which we are utilising as an additional waiting area only. This is a temporary measure which we hope will be brief and going forward we will become a single entity once more, with all clinicians working in the same area. We would like to thank you for your co operation during this transitional period, and welcome any constructive feedback. There is a box in Waiting Area 1 for such feedback, set up by our Patient Participation Group to help improve our service in any way we can.

In order to meet the demands and expectations of our patients, and ensure that our high standards are maintained, we have introduced some new systems and procedures.

We have installed a self check in system which is very easy to access, and which we hope will help to reduce the waiting time for checking in. It is working well so far and we would encourage everyone to have a go at self check in, unless you have other issues you need to discuss with the receptionist. Our receptionist will be happy to help you check in if you need any help, or can check you in at the desk as before.



Useful telephone numbers

Reception
01389 811844

Prescription Line
01389 811845

District nurses
01389 811838

Health visitors
01389 811806

VOL Hospital
01389 754121

RAH
0141 887 9111

NHS 24
111

We have also introduced a new auto attend system to our telephone lines, which will give patients the following options.

- If your call is urgent or life threatening, hang up and call 999
- If you wish to order a prescription press 1
- If you wish to request results press 2
- If you wish to make an appointment or talk to reception please press 3

We appreciate that not everyone likes this option; however, it should greatly reduce your call waiting time, and will direct your calls to the correct person. The new system also adds you to a queue where we will have additional members of staff answering the calls. Previously, you would have simply received the engaged tone and have to call back until successfully getting through to the practice. This caused a great deal of frustration for both patients and other agencies trying to contact us.

We trust that this new system will improve access, increase patient's satisfaction and absorb the additional calls generated by the merger.



Flu Immunisation

Our flu campaign is well underway and most of you will have already had your vaccine. Last year this practice had one of the highest uptakes of influenza vaccine in the region. With your help and participation we wish to repeat this success.

As before, the children's vaccine comes in a nasal spray as opposed to an injection. *Remember influenza is a killer infection.* Each year at least 500 people in Scotland are hospitalised with this infection and many of them die.

Anyone who suffers from one of the listed health conditions, who is pregnant or who is 65 or over should get the vaccine.

- COPD
- Poorly controlled Asthma
- Emphysema
- Cystic fibrosis
- Chronic heart disease

- Chronic kidney failure
- Multiple sclerosis
- Liver problems (such as cirrhosis/hepatitis)
- Diabetes
- HIV infection

Anyone receiving chemotherapy or radiotherapy should also be vaccinated.

Unpaid carers of any age including young carers are eligible for the flu vaccine.

All 2 and 3 year old children will be offered the vaccine through our practice

Shingles vaccination

Shingles is an infection of a nerve and the surrounding skin. It is caused by the same virus as chickenpox. It causes painful blisters on the skin. In Scotland around 7000 people aged 70 years and over get shingles every year.

There is now a vaccine that can reduce your risk of getting shingles, or if you do get the virus, it can reduce how serious the symptoms will be.

We recommend this vaccine even if you have had shingles before as it can stop you getting it again.

If you have Cancer or any condition that causes compromise of your immune system such as leukemia, this vaccine is not safe and we do not recommend it.

People are eligible for the shingles vaccine in the year they turn 70. There is a 'catch-up' program for people who missed out on the vaccine in previous years. See the table below to find out if you are eligible for this year's vaccine. People aged 75, who are not eligible this year, will be offered the vaccine next year.

Age on 1 September 2017 Eligible?

70	Yes
71	Yes
72	Yes
73	Yes
74	Yes
75	Next year
76	Yes
77	Yes
78	Yes
79	Yes

On Line Booking

We have seen a significant increase in the number of patients using our online services (booking appointments, ordering prescriptions etc) and continue to promote these options as a convenient and hassle free method to do so. We also remind patients of our dedicated prescription line which is available 24 hours a day. **Please only leave messages on this for ordering a prescription.**

We also encourage patients to familiarise themselves with our practice website which is www.levenside.com which provides lots of up to date information about the practice services and news.

Personal Information

In order to keep your patient records accurate, we ask that all patients ensure we have up to date personal information . This includes telephone number (including mobile phone), next of kin details, and an email address. You may be reminded of this when you attend the surgery

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.

A Message from Our Patient Participation Group

Hi my name is Valerie Campbell. I am involved in the Patient Participation Group.

I have been a patient with the practice for over 40 years and seen many changes, and many doctors come and go. I was pleased to be asked to join this group which allows us patients to voice our views on the running of our practice and the services that are provided. The group welcomes suggestions and comments via a post box in reception area which will only be accessed by the PPG at our next meeting. We look forward to hearing from you.

Christmas and New Year Holidays



Yet again the festive season will soon be upon us!

The practice will be closed on the 25th and 26th of December and again on the 1st and 2nd of January 2018.

Please remember to order your repeat medication in time. If your medication is set to run out over the holiday season please let us know and we will ensure you get an extra supply to avoid this.

Plan ahead and have a Very Merry Christmas & Happy New Year.!