

Levenside News

Welcome to our Summer newsletter. In the first instance we would like to take this opportunity to thank all of you for your patience and understanding during the last four months. The Corona Virus has had a huge impact on the NHS and on every aspect of our daily lives. With restrictions on access to family, friends and resources it has been a very challenging time for everyone. The practice has introduced new measures to provide safe and effective medical care to our patients and staff and appreciate that these changes will have been confusing and frustrating for some of our patients. We have tried to ensure that the necessary changes have been communicated widely to the public, via national updates on television and radio, or directly via the practice by text and telephone. We hope that this has not caused too much distress or inconvenience, and that you are reassured that all of your medical needs are addressed. The NHS is still here for everyone and you should feel confident in contacting your GP with any concerns you may have.

With life slowly returning to normal, or what will be the new normal, it is important to take some positives from the last four months. Whilst it has been an unprecedented and uncertain time, there have been many innovations, with everyone finding ways to keep their minds and bodies healthy. As a result we will be making some of the successful changes permanent and will continue to implement them long after the COVID pandemic is under control.

The Corona Virus has highlighted the importance of keeping ourselves healthy. We all need to think about our eating and drinking habits, the amount of exercise we take and the benefits of good mental health.

There are links to all of these topics in the NHS Inform website:

www.nhsinform.scot

Our practice website also has links to all of our new and existing services and we would urge you to have a look at the site www.levenside.com to get the most up to date information.

Full details of the changes are outlined in the following pages.

Dates for your Diary

Monday 28th September – **Closed** (*Public Holiday*)



Useful telephone numbers

Reception

01389 811844

Prescription Line

01389 811845

District nurses

01389 811838

Health visitors

01389 811832

VOL Hospital

01389 754121

RAH

0141 887 9111

Royal Hospital for

Children

0141 201000

NHS 24

111

**(Out with
Practice hours)**

Appointments

On line access to the practice: More and more patients are using our online services via 'Patient Access'. Unfortunately due to COVID regulations, the ability to book an appointment online is temporarily unavailable. However, it continues to remain a convenient method for patients to order prescriptions. 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 desk as access codes need to be handed over to the patient.

Telephone consultations: Provide the opportunity to speak with a doctor or nurse for advice. They can then decide if you require to be seen or they may ask you to send a photograph via email if appropriate rather than coming into the surgery.

Video consulting: Our newest innovation is the 'Attend Anywhere App' which allows patients to have video consultation. This can be done via laptop with web-cam, tablet or smart phone . If you have to arrange a video consultation with one of our clinicians, please go to our website www.levenside.com and look for the information sheet on how to get set up.

Photographs: Here is our 10 step guide for taking the most helpful photos for our clinicians.

1. Use best quality phone (or digital) camera you have - the higher the megapixels the better.
2. When taking photos take several then edit.
3. Make sure skin area is well lit.
4. Try to always orientate the photos such that person's head at top of image.
5. Take a photo from a distance so that the lesion or rash has context (e.g. the whole of person's back) then a mid-close up with an anatomical marker (e.g. navel).
6. For close-up photos of lesion (e.g. a mole) try to take from 20cm away from skin - take two images from different angles keeping the lesion in centre of image.
7. Place a ruler or tape next to lesion (if possible) so we have a sense of its size.
8. If possible, place a solid neutral colour (e.g. a towel) in background.
9. Disregard any poor images (e.g. out of focus), send only the best ones.
10. You can send as JPEG or whatever format your phone/camera uses.

Please only send pictures if you have been requested to do so.
Email them to: levensidepractice@nhs.net

Alternative Services

In our last newsletter we gave you information on sign posting and outlined some alternative ways of accessing health care. Over the last few months you may have needed help from some of the following services.

Pharmacy First Scotland:

Pharmacy First Scotland is designed to enable people with minor health conditions to access medicines and advice they would otherwise visit their doctor for.

It allows patients to see a qualified health professional at a convenient and accessible location within their community, and means patients do not need to wait for a GP appointment or queue up for a valuable A&E slot with a non-urgent condition.

Childhood ailments that may be treated under the scheme include: colds, coughs, diarrhoea, ear-ache, hay fever, head lice, nappy rash, sore throat, teething.

Who is eligible?

- Everyone registered with a GP practice in Scotland or the Defence Medical Services on a permanent or temporary basis (including care home residents).
- People who live in Scotland (including gypsy or travelers / asylum seekers or dependant of an asylum seeker).

Visitors to Scotland are excluded

Vale of Leven Hospital Minor Injuries Unit :

What do we mean by minor injury?

Wounds, bites, minor burns and scalds, limb injuries (muscle, joint, broken bones)

Sprains & strains, minor head & facial injuries, minor eye injuries, minor back injuries, minor chest injuries, foreign bodies in ears, nose, eyes, skin.

* see leaflet on Vital information for parents (page 5)

Optician: Any concerns with your vision or infections.

Dentist: Any issues with gums, mouth or teeth.

Wellbeing: Silver Cloud is an online wellbeing platform providing mental health programmes and support for people in Scotland.

<http://www.silvercloudhealth.com>

So looking to the future of the NHS and General Practice it is the Governments and our intention to continue with the recent changes to the way you have been asked to engage with your GP or Practice Nurse. This will help to alleviate some of the pressure on the NHS and Primary Care. Patients should continue to use all of the above services where appropriate and should only require to see their GP on a face to face basis when it is necessary to do so. This way we hope to maintain the high standard of infection control to ensure that we can provide a safe environment for patients and staff alike.

N.B. Please be assured that patients will always be referred to a GP by all of the alternative services if they have any concerns for the patients safety.

Practice Update

Our Nursing Team

Gillian Bonar our Advanced Nurse Practitioner is taking a year out from the practice. Elaine Ponton has completed her training and is now a fully qualified ANP. Jackie Low is currently studying for the ANP qualification and should have completed this by the end of the year.

“An **Advanced Nurse Practitioner** (ANP) is an experienced and highly educated Registered Nurse who manages the complete clinical care for their patient, not solely any specific condition. ANP’s are educated at Masters Level in **advanced** practice and are assessed as competent in this level of practice.”

Health Care Support Workers HCSW: Karen Keir & Shona McLuskey support the nursing staff carrying out chronic disease monitoring, phlebotomy, B12 injections, diabetic foot checks, new patient medicals and much more.

A Message from Our Patient Participation Group

Video Consultation:

‘It was a great experience, I was able to log into a video web chat at a convenient time, the video and sound quality was very good.

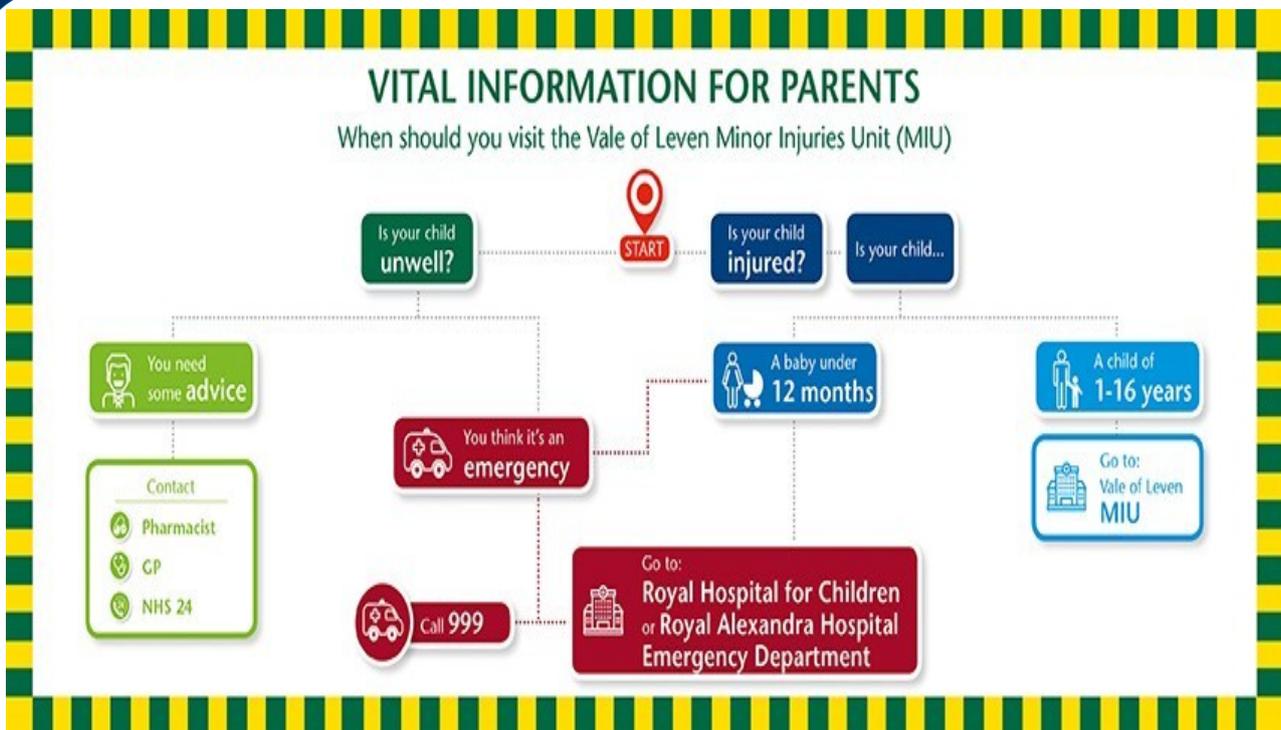
The practitioner was able to discuss my issue, see the affected area and then advised a follow up action.

The consultation was time appropriate, professional and there was still time for a little light heartedness. A great experience.

I would recommend this service, it's easy to follow and a great time saver for all.

Gordon and my age 49.’

**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.**



What CAN we treat

- Wounds (cuts, grazes)
- Bites (insect and animal)
- Minor burns and scalds
- Limb injuries (muscle, joint, broken bones)
- Sprains & strains
- Minor head injuries
- Minor chest injuries
- Minor back injuries
- Foreign bodies in ears, nose, eye, skin

What CAN'T we treat

- Babies under 1 year old with any condition
- Illness or chronic problems
- Breathing difficulties
- Stomach pains
- Vomiting or diarrhoea
- Fever
- Rashes
- Poisoning
- Dental problems
- Allergic reactions
- Alcohol related problems
- Mental health problems
- Gynaecological or pregnancy problems