

Winter 2020 Newsletter



Levenside News

Welcome to our Winter Newsletter.

As we continue to battle the COVID pandemic we thank you all once again for your continued support and understanding during these difficult times.

With winter fast approaching combined with the additional risk of flu and the winter vomiting viruses, it is more important than ever to continue to comply with the government regulations and stay safe.

Hopefully if we take care now we can look forward to a happier festive season. If you have any concerns relating to COVID, the official NHS Inform website is still the best place to check on the latest advice: www.nhsinform.scot/coronavirus

It is hopeful with the measures of social distancing, increased hand hygiene and the wearing of face coverings, it will reduce the incidents of these seasonal diseases.

We are sure you will agree that during these uncertain times, it will also serve as an incentive to continue with the regulations until we have a vaccine in place.

With the darker nights, restrictions and in some cases lock down situations, the following websites are available to help with both your mental and physical wellbeing.

www.silvercloudhealth.com and www.nhsinform.scot



Dates for your diary

The practice will be closed:

Friday 25th December – Reopening Tuesday 29th December

Friday 1st January—Reopening Tuesday 5th January



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 201 000

NHS 24
111
**Out with Practice
Hours**

If you need medical help

It's important to get medical help if you need it, especially if you feel very unwell or think there's something seriously wrong.

If you need to contact a clinician, phone the surgery where you will be given a telephone or video appointment. If the clinician feels you need to come into the surgery, you will be asked to wear a mask, use the hand sanitizers provided and remain socially distanced whilst in the surgery. Our reception has been moved to waiting area 2, where you should check in and will be directed to either waiting area 1 or waiting area 2 to be seen by a clinician.

If you need medical attention when the practice is closed (which cannot wait until the practice re-opens), use the regular NHS 111 online service: 111.nhs.uk/ or call 111 if you're unable to get help online.

For life-threatening emergencies call 999 for an ambulance.

If you're advised to go to hospital, it is important to go. Keep going to any appointments you usually have, unless you're told not to. If you or a member of your household are isolating for reasons related to Covid, we advise contacting the hospital to ask if you should still attend.

If you think you have symptoms of coronavirus and want to book a test, need general advice or self help tips, visit: www.nhsinform.scot/coronavirus

Self Help

For advice on all aspects of health www.nhsinform.scot/communityhealth

If you're advised to go to hospital, please go.

Keep going to any appointments you usually have, unless are contacted or are isolating as mentioned above.

Looking after you health and wellbeing will help you stay well.

Get plenty of exercise & eat a healthy balanced diet.

Flu Immunisation

Unpaid carers of any age including young carers should contact one of the participating local pharmacies to receive a free flu vaccine. Look up the list at www.nhs.uk/healthcareprofessionals/cpflu choose a pharmacy and call them to make an appointment.

Because of COVID, this year, patients aged between 55-64 years (not yet otherwise eligible) will receive information about how to get a flu vaccination within the next 8-10 weeks.

Anyone out with these at risk groups who would like a flu vaccination, can contact their local pharmacy and pay the approx. £12.99 fee for the vaccination.

Pneumococcal/Shingles Vaccination

Any patient eligible for pneumococcal and shingles vaccine will be contacted by the Practice. If you do not hear from us by the end of January 2021, please contact us to arrange an appointment.

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. The vaccine can reduce your risk of getting shingles, or if you do get the virus, it can reduce the severity of the symptoms.

We recommend this vaccine even if you have had shingles before as it can stop you getting it again or reduce the severity of symptoms. 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. People aged 75, who are not eligible this year, will be offered the vaccine next year.

It is not recommended to have the vaccine if your immune system is compromised.

N.B. The priority is the flu vaccination programme, however, you will be contacted in due course.



Community Link Worker at Levenside

David McGarrigle

A Community Link Worker (CLW) is a generalist social practitioner based in a GP practice, addressing the problems and issues that the individual brings to the consultation.

They offer non clinical support to patients, enabling them to set goals and overcome barriers, in order that they can take greater control of their health and well-being. Using 'good conversations' a CLW supports patients to identify problems and issues they are experiencing and to talk about what really matters to them. They support patients to achieve their goals by enabling them to identify and access relevant resources or services in their community. A CLW also maps local services, engaging with and developing productive relationships with these services, including keeping informed of the status of existing and new services.

Please speak to your GP or Practice Nurse if you feel that you would benefit from his help.

Appointments

We would like to thank you all for your continued cooperation with our appointment system. During the pandemic we have been using alternative routes to address your medical and health conditions. The alternative methods of; telephone consultations to triage the best course of treatment, video "Attend Anywhere" appointments, together with photographs being emailed to the practice, have all worked really well. These methods will continue for the foreseeable future to keep patients safe and the practice staying open.

The Attend Anywhere video consultation service has been really successful. Just follow the link on your mobile, laptop or tablet and you will be taken to the virtual waiting room where you can "face time" with your clinician at your allocated appointment time.

The feedback has been very positive and in general we have been able to provide the same service, albeit in a different format, that we offered pre COVID.

Thank you for your support

Prescriptions Pharmacy



Please be advised that a prescription request will take 2 full working days to be processed and ready to collect at a pharmacy and in some cases it could take up to 3 days.

Over the past few months pharmacies have noticed an increase in demand for urgent prescriptions and they are currently very busy.

Please monitor your stocks of repeat medication and allow time for your prescription to be processed.

Friday afternoons are a particular problem area for late requests, please note that we cannot guarantee your prescription if you call after 2pm on a Friday.

If for any reason you require to check if your prescription is ready for collection at the pharmacy, we would be grateful if you could check with the pharmacy in the first instance, before contacting the practice.

If you run out of regular medication you can ask your pharmacy for an emergency supply until you are able to contact your practice.

Online Booking

Please accept our apologies as our online booking service is currently suspended due to COVID.

Personal Information

Please remember to contact the practice if you change any of your contact details in order that you can be contacted in case of emergency, or to pass important information via text, post or email.

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.

Please remember to make sure you have enough medication to cover the holiday season and please make any request prior to the week commencing 21st December 2020. Otherwise we may not be able to guarantee you have your medication in time for Christmas.

The whole team at Levenside would like to wish you a very Merry Christmas and a happy, safe New Year. We look forward to 2021 in the hope that the threat of the COVID virus has been greatly reduced and that our community and country can return to a sense of normality. Enjoy the festive season!

Kindest regards

Levenside Medical Practice

