

## FULTON STREET MEDICAL CENTRE

# NEWSLETTER

Welcome to our Autumn/Winter practice newsletter. Again, as a few patients found the newsletter difficult to read on their phone, this has now been uploaded to our practice website ([www.fultonstreetmedicalcentre.co.uk](http://www.fultonstreetmedicalcentre.co.uk)) We trust this continues to be helpful.

### PRACTICE NEWS

Dr Black's time at the practice has now concluded and, at present, those Wednesday sessions are being covered by various regular locum GPs.

We are pleased to welcome Morven as a new member of staff to our team of receptionists - she has replaced our lovely Sandra who has recently retired to spend more time with her family.

### RIGHT CARE – RIGHT PLACE

It is appreciated that this information has been included in most of our newsletters but feel it is important that all patients are armed with as much knowledge as possible to help ensure they access the right clinician at the right time.

As with all areas in the NHS, general practice is faced with an ever-increasing demand on its services and the clinicians operate at full capacity every day. We appreciate that the majority of patients understand that there is a limit as to how many patients can be dealt with on a daily basis and will only request urgent attention when clinically appropriate. We should like to stress that any urgent medical issue that could not wait until the following day will ALWAYS be dealt with as an urgent appointment. All non-urgent issues are best dealt with by booking ahead for a routine appointment, where you have the choice of a telephone or face to face consultation.

It is also useful to remember that the GP is not necessarily the 'go-to' person for every medical issue and we encourage patients to utilise more appropriate healthcare professionals where possible:

- All eye issues should be seen by an **optician** and any problem with mouth, teeth or gums by a **dentist**.
- The **Advanced Practice Physiotherapist** (available Thursday all day) should be booked for any new bone, joint or muscle pains. She can assess, diagnose, advise and refer for further investigations or services as necessary. See our website for further information.
- **Pharmacies** should be utilised for most common ailments such as coughs & colds, sore throats, indigestion and general aches & pains. Please remember that the Minor Ailments service allows pharmacists to issue prescriptions for general remedies in the same way as the GP.
- Cuts, minor burns, sprains, strains or suspected broken bones are all dealt with by the **Minor Injuries Unit**. There are 2 units serving our area – QEUH and Stobhill
- **NHS Inform** has valuable guidance on accessing healthcare along with self-help guides and other useful information. Please access this at [www.nhsinform.scot](http://www.nhsinform.scot)

## PRESCRIPTIONS

Please help us in managing the enormous administrative workload that is associated with repeat prescriptions by ensuring you order all required medications around 1 week in advance. We require **72 hours for processing of prescriptions.**

Most pharmacies offer a 'managed repeat' service and you can arrange with them to order your medication for you on an ongoing basis. This saves you from having to remember to contact the surgery to place an order as the pharmacy will do this on your behalf to ensure you do not run out of medication. If such a service would be helpful to you, please speak with your local pharmacy. Otherwise, you can still order your prescriptions on our telephone line (option 2 – leave a message) or via our website.

If you have had a telephone consultation with a GP and they are providing you with a prescription, we should be grateful if you would wait at least an hour or so before coming to collect it. Often the GPs bring all prescriptions to reception at the end of their surgery and we would not wish for you to be inconvenienced by it not yet being available. The same principle applies if you have asked the GP to pass your prescription on to a chosen pharmacy. Pharmacies usually collect prescriptions from GP surgeries on a daily basis but it is important to be aware that their drivers may already have made their collection from us before your prescription has been provided (you may wish to check this with your pharmacy). If you have ordered medication and have a need to check if it has been processed (after 72hrs), please contact your pharmacy in the first instance.



## FLU & COVID VACCINATIONS



It's that time of year again and those patients who are entitled to these vaccinations will be lettered directly. As has been the case for a few years now, this service has been centralised and GP practices are no longer involved in the invitations or appointments for carrying out these vaccinations. Information on winter vaccines and the cohort of patients who are entitled to them can be found on the NHS Inform website at [www.nhsinform.scot/winter-vaccines](http://www.nhsinform.scot/winter-vaccines) Here you will find guidance on how to book, cancel or rearrange an appointment online. You can also contact the National Vaccination Helpline on 0800 030 8013 if you wish to do

this over the phone instead. The helpline is open from 9.00am – 6.00pm Monday – Friday and from 9.00am – 1.00pm on a Saturday. Please note that the surgery has no access to the appointment schedule and unfortunately are unable to assist with any such vaccination enquiry.

## **PHLEBOTOMY & COMMUNITY TREATMENT ROOM SERVICES (CTAC)**

As part of the Health Board's Primary Care Improvement Plan, all routine blood and treatment room work has been removed from GP practice. This means that you will be asked to attend one of the Community Treatment Rooms to have blood taken. After a GP or nurse requests that you have this done, call the central phlebotomy booking service on 0141 355 1525 to arrange an appointment at one of the venues. You will similarly require to attend a Treatment Room for wound care, dressings and ear irrigation/suction – appointments for this need to be booked directly with the venue. Phlebotomy & Treatment Room services are available at Community Centre for Health (Partick), Plean Street (Yoker), Woodside Health Centre & Maryhill Health Centre.

## **TELEPHONE NUMBERS**

We should be hugely grateful if you would ensure that we are kept up to date with your mobile number, given that this is a common method of communication by both texts and calls. Many thanks

## **INTERPRETING SERVICE**

If English is not your first language and you feel you would benefit from some interpreting assistance, you can go online at <https://www.nhsggc.scot/hospitals-services-a-to-z/clear-to-all/information-in-other-languages/> Here you will find instructions on how to directly access the NHS Interpreting Service facility for help in making telephone calls to the surgery, hospital, 111, etc.

## **GP PRACTICE TELEPHONE SCAM**

National Services Scotland Counter Fraud Services have made us aware that there has been a potential scam involving illicit telephone calls made to patients pretending to be their GP practice. Apparently a small number of patients in Scotland have received a telephone call from 07759 705398, with a location displaying as Spain. On answering, the caller advised they were from the GP practice and were updating patient records – they then asked that they provide the patient with a link. It is not known the reason behind this scam but we ask that all patients be vigilant. If we call you from the surgery it should always show as our telephone number however, if you are ever unsure of the authenticity of a call, you are more than welcome to hang up and call us back.

**WE HOPE YOU CONTINUE TO FIND THIS NEWSLETTER TO BE USEFUL & INFORMATIVE.**

**FROM ALL GP'S & STAFF AT FULTON STREET MEDICAL CENTRE**

