# THE LOMOND PRACTICE

**RCGP ACCREDITED**

**Glenwood Health Centre Cardenden Health Centre**

**Napier Road Wallsgreen Road**

**Glenrothes Cardenden**

**KY6 1HL KY5 OJE**

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DR S ASAMOAH, DR A MCFARLANE, DR SPROT

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Dear Patient(s)

Thank you for registering at The Lomond Practice. Our primary goal is to provide quality medical care which is easily accessible and responsive to you in your time of need. Our staff includes a comprehensive interdisciplinary team of professionals who will consistently strive to ensure that your experience with us is as comfortable and stress-free as possible.

The following points should help you get the most from the Practice.

**Office Hours –** We are open from 8am to 6pm Monday to Friday. Outside of these hours you should direct your call to 111 if you have an urgent medical requirement. (**For Glenrothes appointments, please call the Practice after 08:45)**

**Pharmacy First –** Before calling us, there might be an alternative service that can provide the help you need. Pharmacy First is a local service provided by your local pharmacy for most minor illness conditions. Please visit NHS Inform and search “Pharmacy First”

**Appointments –**

If you need a same day appointment, you are strongly advised to call the Practice before 10am as the demand can be quite high. While we strive to schedule appointments appropriately, emergencies can and do occur in Primary Care. We strive to give all of our patients the time that they require. For this reason, we kindly request your patience and understanding should a delay or rescheduling become necessary on your appointment time.

If you are given a telephone appointment, please make sure you have your phone to hand at all times as the GPs are unable to continue to keep calling you if you do not answer. If you miss 2 calls, you may well be asked to make another appointment.

When you call to make an appointment, one of our reception team will handle your call initially. They will ask you for the reason for the appointment so that they can navigate your request to the most appropriate person. There is a wide team of professionals available and it is not always suitable for GPs to deal with all patients. It might be that the local pharmacy can deal with your condition. In which case, please respect the team and what they advise you to do as they are following the guidance of our GPs. Our reception team has all signed confidentiality agreements are bound by this agreement not to discuss a patients care unless it is a requirement for

**Prescriptions –** When you need to order your repeat medication, there are a number of methods to do this.

1. Patient Access is a user friendly online method of ordering your repeat medication 24/7. Please ask Reception staff for a registration letter and details on how to access this system. (**Please note this is currently only for Cardenden Branch patients**)
2. Via our website (**for Glenrothes based patients**)
3. Phone the Practice to request your medication – **(call between 11am and 4pm)**
4. Hand in a repeat slip.

All prescription requests are sent to a local pharmacy. Please annotate your request with which pharmacy you wish to collect your prescription from.

**New Patient Medicals –** All new patients are entitled to receive a new patient medical within 6 months of registering at the Practice. Please contact reception to make an appointment at your earliest convenience.

All patients with a **long term chronic illness** such as asthma, COPD, type 2 diabetes, hypertension should receive an annual review at the Practice. We will invite you in annually for your review. If you do not respond to the invite, we will set a reminder to invite you in a year’s time. However, you can still call the Practice to make your annual review appointment at any time. If you have not had a review in a number of years, you are encouraged to contact us for a check-up.

**NHS Inform –** Our GPs encourage the use of self help to promote a healthy lifestyle and for our patients to take ownership of their healthcare. The NHS Inform website [www.nhsinform.scot](http://www.nhsinform.scot) provides some excellent resources on how you can manage your own health. It also gives some useful guidance on self help resources and when to seek medical help.

**Abuse –** The Practice has a zero tolerance policy for abuse towards our staff. We will treat all patients with respect and dignity and expect the same in return. We appreciate that due to poor health and frustration with healthcare services, patients may not be at their ‘best’ when speaking to members of the Practice team. However, this is not an excuse to be verbally abuse the staff and any instance of this will result in your removal from our Practice list.

Finally, please find us on [Facebook](https://www.facebook.com/LomondSurgery)  and follow us to receive updates that may be of use to you.

Yours sincerely

Andy Thompson

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Practice Manager