

PRACTICE NEWSLETTER

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*** 150th ISSUE ***

For practice and other medical service information, see www.keppoch.org
and you can

follow us on Facebook  - <https://www.facebook.com/keppochmedicalpractice/>

Welcome to our 150th issue and our first since March 2020!



WINTER VACCINATION PROGRAMME

Flu and coronavirus (COVID-19) vaccines are now being offered to those eligible. It's strongly recommended you get vaccinated if you're eligible this winter.

These are carried out at local vaccination clinics run by NHS Greater Glasgow and Clyde and are no longer done at your GP Surgery.

Most adults who are eligible for one or both vaccines will have already been contacted by NHS Scotland. Depending on your communication preferences, this will have been by letter, email or text.

Children and young people under 16 with certain conditions are eligible for a coronavirus vaccine this winter. Invitations or prompts to book an appointment have been sent to people aged 12 to 15. Parents and carers of people under 12 should wait to be contacted by NHS Scotland.

For more information, or to book an appointment, please visit www.nhsinform.scot/winter-vaccines or call the national vaccination helpline on 0800 030 8013.

APPOINTMENTS AND ECONSULT SERVICE

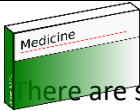


You can request routine face-to-face, telephone, video or online consultations using our eConsult service at www.keppoch.org. We will get back to you within 2 working days. This is open from 7am to 7pm on weekdays.

If you aren't able to use eConsult, our phone lines open at 8am Monday – Friday. Please call early to ensure availability. When calling the practice, please be prepared to give some details and answer some questions asked by our admin team to ensure you are booked in with or signposted to the right professional.

If you have an emergency that needs immediate attention, please call 999 or NHS 24 on 111 if not immediately life threatening. You can speak to the mental health emergency service at NHS 24 any time of day or night on 111. For more information, please visit www.nhsinform.scot/campaigns/right-care-right-place.

If you need to consult with a GP on the same day, or are directed to contact the GP practice on the same day by NHS services, please call as soon as possible and before 6pm. Between 6pm and 8am Monday to Friday, and all day at weekends, please call Out of Hours service on 111 and if you have a life threatening emergency please call 999 at any time 24/7.



PRESCRIPTION ORDERING

here are several ways to order your regular medication:

1. Order online at www.keppoch.org.
2. Contact your local pharmacy to order on your behalf.
3. In person at our reception desk by filling out a prescription request form or handing in your tear off repeat prescription slip.

When ordering please do so one week before your medication runs out to allow time for both the practice and your local pharmacy to process the prescription. If collecting from the practice, please allow two working days for your order to be processed. Please allow longer if collecting directly from the pharmacy.

SAVE OUR COMMUNITY LINKS PRACTITIONER!!!

Nikki Smith is our full time Community Links Practitioner based in the practice. Nikki works with our patients to support them to live well, helping them to link in with helpful organisations and to participate in local activities that will benefit them personally. If you would like to speak to Nikki, please ask one of the team to refer you.

The role of our full time Community Links Practitioner is at risk of being cut. We, as a practice, are doing our best to raise this with the local Health and Social Care Partnership and with The Scottish Parliament. We would appreciate if you could help too by taking the time to sign this petition following the link below:

<http://petitions.parliament.scot/petitions/PE2053>

PRACTICE NEWS

Dr William Yau and Dr Barry McLachlan have returned to the practice to complete their final year of GP training. Both doctors have extensive experience of working in a variety of hospital departments. Dr Yau is part time in the practice, Monday, Tuesday AM, Thursday & Friday and Dr McLachlan is full-time in the practice, Monday to Friday.

Dr Lisa Robins is on maternity leave and returns to the practice in January 2024. Her sessions are currently covered by Dr Wendy Kelleher (Wednesdays and Thursdays), Dr Elspeth Strang (Monday AM) and Dr Dagshagini Taylor (Mondays).

Our Admin Team have also had some happy news recently. Claire D is on maternity leave and Nicola got married in August. Jenni also recently completed the Supervisory Management in General Practice Programme through NHS Education Scotland with distinction. Congratulations to them all!

Dr Derek Elliott and Dr Fiona Stewart have both recently taken up the posts of Vocational Studies Tutor within the School of Medicine, Dentistry and Nursing at University of Glasgow. This is in addition to their salaried GP positions at Keppoch and we wish them every success in this new role.

THANK YOU

We also want to say a big thank you to our patients for your support and understanding over the last few years as we have navigated many unexpected changes together. In particular, over the last year, on the few occasions we have had to send out text messages advising that our same day appointments have been prioritised for emergencies during unexpected absences or when we had struggled to secure long term GP maternity cover (thankfully we have now secured full cover). This was only used to keep our patients and team as safe as possible and will only ever be used as a last resort when all other options are exhausted.

The majority of our patients have been really kind and respectful towards our team during this time and your continued support is appreciated. Unfortunately, there has been some instances where our team have been subjected to threatening/aggressive behaviour and abuse. This resulted in patients being written to reminding them of our zero tolerance policy and in rare circumstances some patients being removed from our practice list.

SUGGESTIONS WELCOME!

We want to hear from you! If you have any suggestions or comments on the service we deliver, or the type of news and information you'd like to hear in this newsletter, please send them to Fiona Coventry, Practice Manager, or go to the Contact Details page in www.keppoch.org and use the online link.